

Contract No. 5509000085-AE  
TRI No: A611-053

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**Task Order No. 53**

**Montgomery County Division of Solid Waste Services  
Assessment of Customer Satisfaction on Services  
Provided by the Collections Section**

Final Report – September, 2008

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## EXECUTIVE SUMMARY

In the past, the Montgomery County Department of Environmental Protection, Division of Solid Waste Services (DSWS) has conducted a variety of polls and surveys to gauge public awareness of its various programs, as well as customer satisfaction. DSWS conducted this phone survey to update and document both usage and customer satisfaction in order to assure an integrated approach to their closely related set of services.

The primary goals of the survey were to assess the participation, knowledge, and awareness of residents to curbside collection services within two targeted areas where the County provides either recycling and trash collection services or just recycling collection services and to determine their satisfaction with these services. In addition, collected data will help the County refine, adjust, or expand its program of solid waste management services in these sectors to more effectively achieve their stated trash collection and recycling missions, and to promote waste reduction and increase recycling participation County-wide.

Montgomery County Executive Regulation 15-04AM establishes the entire County as a recycling service area. All single-family residences in the County, with the exception of those in certain incorporated municipalities, receive weekly curbside collection of mixed paper, glass bottles and jars, aluminum and bi-metal cans, plastics including narrow-neck bottles, yard trim, Christmas trees, and scrap metal items (household appliances, metal bed frames, etc.). Residents are required to recycle those materials; furthermore, these recyclable materials are banned from disposal in trash. Residential trash collection services might be County-provided or arranged by residents with County-licensed contractors.

Currently, specific trash collection and recycling services to single-family homes are provided by two organizational units of DSWS, the Collections Section and the Waste Reduction & Recycling Section, respectively.

For collection purposes, the County is divided into two solid waste collection subdistricts A and B (referred to as Area A and Area B in this report) based on Montgomery County Code (see Appendix 1). Currently, DSWS provides curbside collection services to 209,540 homes in both Areas A and B.

Within Area A, the County provides refuse and recycling collection services once a week to 90,270 residences, through contracts with private collectors. The County also provides scrap metal and bulk trash collections to these residents, but those services must be scheduled. These residences include single family homes and multi-family properties that have six units or less.

Within Area B, there are approximately 119,270 households served by the County for recycling collection. Refuse collection services in this Area are provided by private collectors contracting directly with homeowners or Home Owners Associations (HOAs).



Following the same process as in Area A, the County provides curbside recycling collection services, which includes pick-up of scrap metal items and yard trim, such as grass, leaves, brush, and tree limbs. No bulk trash collection is provided by the County to single-family residents in Area B; however depending on their individual contracts with private collectors, residents may still receive this service from their refuse collector.

Over a four-week period in July 2008, TRI conducted a telephone survey of detached single-family dwellings and townhome residents from 700 homes (350 located in Area A and 350 in Area B) in Montgomery County. This final Summary Report includes the results of our survey efforts. In the Introduction section, we provide a brief overview about why DSWS wanted to assess the satisfaction of single-family residents. Next, under Survey Objectives, TRI details the specific goals for this survey task in Areas A and B. The third section, Survey Approach, discusses our methodology and overall approach to completing this Task Order. In Observations, we list key observations related to specific subject areas covered in the survey, including recycling practices, satisfaction levels for all services, and informational needs. The Recommendations section includes suggestions for future DSWS activities based on the observed data. In the Data Summary section, TRI tabulates and summarizes data collected from the 700 surveyed residents, and documents trends in responses along with any inferences to collected demographic data.

The majority of respondents were over the age of 44 and, of the total surveyed, 40 percent were college graduates and over one-third had advanced degrees. The largest percentage of respondents reported they either lived with one person or three additional people. Over three-quarters of the respondents had lived in Montgomery County for 10 years or more.

In general, Montgomery County residents from the surveyed group in both Areas A and B were found to be very aware about recycling activities with the exception of scrap metal; and respondents in Area A were slightly less informed about the more specific requirements and regulations for curbside trash collection and the materials acceptable for bulk trash pick up.

Mixed paper, aluminum cans and foil products, glass bottles and jars, and plastic narrow-neck bottles were found to be recycled by the majority of respondents (94%), while bi-metal (steel/tins cans) were recycled less frequently (83%). Shredded paper was recycled by over two-thirds of all respondents, while paperback and hardback books were recycled at curbside by less than half of those surveyed. It is interesting to note that almost three quarters of those surveyed recycled unwanted/junk mail with less than half of these respondents reporting they shred this material before placing it into their recycle bins, yet forty percent of the respondents who placed unwanted mail into the trash as opposed to recycling it reported they also shred it first. Residents reported several reasons as to why they do not recycle their unwanted mail including security issues, time constraints and habits; and recycling awareness issues; however, none of these can be identified as the primary issue as the related data are not statistically significant.

The majority of respondents were aware that Montgomery County provides curbside recycling collection of yard trim, including grass clippings, leaves, tree limbs, and brush for residents.



The majority of respondents (61%) reported they were not aware that the County provides scrap metal recycling collection at curbside for residents. Consequently, less than half of those surveyed were aware of the specific collection requirements/restrictions for items left for scrap metal collection. Almost half of the total respondents who said they were aware that the County provided curbside scrap metal collection service also reported they have used this service. Two-thirds of these respondents knew how to arrange for a pick up of scrap metal items. Of those who had not used this service, only one-third knew how to arrange for pick up of scrap metal items.

Survey data showed that confusion exists among single-family residents in Area A as to the difference of what it means to recycle scrap metal items as opposed to treating it as bulk trash at curbside. For example, the majority (over 87%) of the 242 respondents who knew about bulk trash services either reported they thought bikes and washing machines/dryers were collected as part of the curbside bulk trash collection (48% to 55%) or were not sure (30% to 44%) if they were accepted or not.

Almost half of the total 700 respondents felt that having the County provide a larger container for recycling bottles and cans would be very helpful. Two-thirds of the total 700 respondents (68%) felt that having the County provide a smaller container for mixed paper would not be very helpful. About one-third of the total 700 respondents reported they thought eliminating the sorting of recyclable materials would be very helpful; however, an equal number reported it would not be helpful.

Within Area A, over one-third of the respondents (35%) reported they knew that trash may not be left at the curbside in plastics bags, yet almost two-thirds of the total 350 respondents were found to be aware that trash must be placed in trash cans with tight-fitting lids.

Nearly three-quarters of the total 350 respondents in Area A were aware that trash cans could not be left at curbside all week; the majority of respondents said there was no weight limit or they did not know. Almost two-thirds of respondents in this Area were found to be aware that furniture and other large items are not picked up weekly at curbside without a special pick up.

Over 60 percent of respondents in Area A reported they were very satisfied with the curbside refuse collection program and the cleanliness of the area after collection. Those who reported that they were not satisfied with either curbside collection or bulk trash collection provided no suggestions for improvement. Over half of the respondents were very satisfied with how their trash cans were returned to the curbside. Less than 40 percent of the respondents reported they were very satisfied with the process for notification of why some items were not collected; however, more than 25 percent reported they were not sure of their satisfaction with this activity.

Respondents from single-family homes expressed preferences for obtaining recycling or trash collection information through direct mail (43%), e-mail (25%) as compared to other outreach methods such as ads placed on the radio, cable stations, or in newspapers.



Data obtained from this survey are statistically reliable at an index of  $\pm 3.8$  percent and are deemed representative of the recycling and trash collection issues of the targeted single-family residents in Montgomery County. These results will assist the County in planning future single-family residential initiatives and educational programs within their budgetary constraints.

Based on our research and findings, TRI has provided recommendations for both recycling and trash collection activities based on the observed data.

### **Recycling Activities**

- Expand the frequency of outreach by utilizing routine direct mailings on at least a bi-yearly basis to inform this target audience about changes in recycling requirements.
- Expand educational efforts to encourage composting and grasscycling practices by single-family residents to eventually eliminate the need for collection and reduce the quantity of yard trim wastes including leaves, grass, and brush collected at curbside.
- Create a flyer to provide more information about handling and disposal of hazardous materials such as pesticides, motor oil, and fluorescent bulbs.
- Continue or expand educational efforts about scrap metal recycling in this sector using direct mail.
- Continue to educate single-family residents about the need to recycle unwanted/junk mail in this sector.

### **Trash Collection Activities**

- Expand the frequency of outreach by utilizing routine direct mailings to inform this target audience about changes in trash collection requirements; or creating an informational magnet or door hanger on trash collection services for mass distribution.
- Launch an intensive educational campaign to educate single-family residents regarding trash collection and bulk trash requirements. Develop and distribute educational outreach resources on a routine basis such as a flyer sent by direct mail that clearly define what materials are collected as part of the curbside pick up as part of bulk trash collection as well as more information about what constitutes hazardous materials and the proper methods for handling and disposal of these items such as pesticides, motor oil, and fluorescent bulbs.
- Continue to work with contractors in Area A to maintain or improve customer satisfaction levels related to courtesy of collectors, cleanliness of the area after collection, notification of why items were not accepted, and replacement of trash cans at the curbside.



- Clarify the differences for bulk trash collection and special scrap metal recycling pickups for residents in Area A so they understand how the materials are treated even though special collections are arranged for both of these by contacting the DSWS Customer Service line.

By continuing to provide educational outreach concerning curbside recycling and trash collection services to single-family residents, DSWS will accomplish its mission to provide the best solid waste services while meeting the needs and improving the satisfaction levels of the County residents. In this way, more materials will be removed from the waste stream for recycling, disposal capacity will be conserved, and there will be a positive impact on the overall recycling rate in Montgomery County.



## INTRODUCTION

As part of its strategic planning process, the DSWS has recently reshaped its mission statement and defined its vision. DSWS aspires to “provide the best solid waste services in the nation, meeting the needs of our diverse community”. To this end, DSWS has committed to measuring performance in the key areas of service provided to its diverse community customers.

In Montgomery County, Maryland, solid waste management is the responsibility of the DSWS which employs an integrated system using a great variety of public and private sector services. Some services are provided by means of DSWS contracting with the private sector, while all other refuse and recycling collection services for the multi-family and commercial sectors are provided under a free-enterprise system.

The County employs a comprehensive system of technical assistance, education, training and enforcement services aimed at safeguarding public and contractor safety and environmental quality, and promoting recycling. In the past, DSWS has conducted a variety of polls and surveys, and focus groups to measure public awareness of its various programs, as well as customer satisfaction and to this end conducted a phone survey during July 2008 that will help the DSWS ensure an integrated approach to this closely related set of services in the future.

For collection purposes, the County is divided into two solid waste collection subdistricts A and B (referred to as Area A and Area B in this report) based on Montgomery County Code (see Appendix 1). Currently, DSWS provides curbside collection services to 209,540 homes in both Areas A and B.

Within Area A, the County provides refuse and recycling collection services once a week to 90,270 residences, through contracts with private collectors. The County also provides scrap metal and bulk trash collections to these residents, but those services must be scheduled. These residences include single family homes and multi-family properties that have six units or less.

Within Area B, there are approximately 119,270 households served by the County for recycling collection. Refuse collection services in this Area are provided by private collectors contracting directly with homeowners or Home Owners Associations (HOAs). As in Area A, the County provides curbside recycling collection services, which includes scrap metal items and yard trim, such as leaves, brush, and tree limbs; however, no bulk trash collection is provided by the County to single-family residents in Area B.

In July 2008, a telephone survey was conducted that targeted residents of detached single-family dwellings and townhomes in Montgomery County. The primary goal of the survey was to assess and measure the level of participation, knowledge, awareness, and satisfaction of residents related to recycling and trash collection services within targeted areas where the County provides either recycling and trash collection services (Area A) or just recycling collection services (Area



B). In addition, single-family households were surveyed to determine their attitudes, perceptions, level of awareness and understanding of these services.

To facilitate survey implementation, Technical Resources International (TRI) enlisted the assistance of Shugoll Research who administered the survey. Working closely with TRI, Shugoll contacted Montgomery County residents who either owned or rented a single-family home in all areas (except municipalities). The entire survey gathered data from respondents in the following areas: Ashton, Aspen Hill, Beallsville, Barnesville, Bethesda, Boyds, Brinklow, Burtonsville, Clarksburg, Colesville, Damascus, Derwood, Dickerson, Germantown, Kensington, Montgomery Village, Olney, Poolesville, Potomac, Sandy Spring, Silver Spring, and Wheaton.

Survey demographics showed the gender of respondents equally divided with 50 percent male and 50 percent female. Of the total 700 respondents, the overwhelming majority, 650 respondents (93%), reported they owned their home with the remaining 50 respondents (7%) being renters. For each survey question, responses were tabulated by total group then each Area separately with individual charts and data summarized and compared.



## **SURVEY OBJECTIVES**

The overall objective of this survey was to help the DSWS measure awareness of single-family residents to a wide variety of solid waste management services, and determine their satisfaction level with these services. The primary focus was on the range of curbside collection services provided by the County, together with a set of related County-provided services intended to promote waste reduction and increase recycling participation of others County-wide. In addition to gauging the current awareness of and satisfaction with these services, the ultimate purpose was to help the County refine and adjust its program of services to more effectively achieve its service and recycling missions.

Specific objectives for this survey were:

### **Overall**

- Design a survey tool that would allow DSWS to measure the awareness of, participation in, and level of customer satisfaction with the selected solid waste management services, yet be succinct enough to allow residents or owners of single-family homes or townhomes in Montgomery County to participate.
- Use a sample size that provided for statistical validity, with a margin of error of +/- 3.8%, at 95 percent confidence level.
- Determine customer bases and survey 700 residents within two specified subdistrict collection areas in Montgomery County (defined in our report as Area A and Area B).
- Identify awareness of single-family residents to DSWS existing waste reduction and recycling programs and determine associated participation levels by targeted single-family residents.
- Obtain and assess any impact of demographic factors including length of County residency, household occupancy, age, ethnicity, and gender on participation and understanding of requirements.
- Determine the need for additional printed materials or education, and the best mechanisms/methods for providing recycling or trash collection information to single-family residents.
- Suggest improvements to existing services and educational activities provided by DSWS based on data collected.



### **Within Area A and Area B**

- Determine what types of materials are currently left at curbside for recycling by single-family residents within the County and the associated frequency.
- Identify issues related to collection of specific items, such as shredded paper and unwanted/junk mail, which are known to be recycled less frequently.
- Assess awareness, participation frequency levels, and satisfaction of single-family residents with curbside collection of yard trim and on-call scrap metal recycling collection services; identify participation issues or constraints; and obtain suggestions for improvement or modification.
- Assess interest level in some possible modification to curbside recycling services (i.e., changes to bin sizes, single-stream collection, etc.).

### **Within Area A only**

- Assess understanding of single-family residents regarding weekly trash collection requirements.
- Assess the awareness and understanding of single-family residents regarding bulk trash collection, associated requirements and acceptable materials.
- Determine satisfaction level of targeted residents of various curbside trash collection activities and personnel as well as obtain suggestions for improvement.
- Assess interest level in several possible changes to curbside trash collection services (i.e., accepting additional items, provision of uniform trash cans, etc.).



## **SURVEY APPROACH**

DSWS has conducted surveys, seminars, and focus groups to educate residents of single-family homes, multi-family properties, and owners, employees, and property managers of businesses on the County's regulations, provide informational materials, and to assess satisfaction and/or understand perceived barriers to various waste collection, waste reduction or recycling concerns. Interviewing single-family residents through a telephone survey is another data-gathering tool that provides valuable data that can help with planning for future County initiatives related to recycling and trash collection activities.

### **Survey Design**

This survey focused on documenting the understanding, awareness, attitudes, perceptions and satisfaction of single-family residents with County-provided recycling and trash collection programs, and identified how to enhance existing methods, make modifications or improvements to the current processes, or identified needs for additional training.

The County had stated that data collected in this phone survey would be used to plan for future DSWS outreach activities related to recycling and trash collection. Therefore, since it would be important to quantify and measure the statistical significance of any change in perceptions or activities of this group again in the future, it was imperative to obtain an appropriate sample size so that the statistical reliability (i.e., the ability to repeat the survey multiple times and obtain the same results) is as high as possible. The greater the sample size, the higher the statistical reliability.

To meet the specified reliability of 3.8%, the County required 700 completed surveys (350 in each of the two Areas). Using this sample size of completed surveys is preferable if changes are to be measured in respondent attitudes or demographic sub-samples (Area A versus Area B, responders in certain age groups, men versus women, etc.) in the future and compared to baseline data from this survey and would allow for statistical validity, with a margin of error of +/- 3.8%, at 95 percent confidence level.

To maximize the usefulness of the data, TRI's proposed plan for the survey design was centered on the County's clarification of several key issues and also on how this report will be utilized. Working closely with the County staff, TRI finalized a telephone survey tool designed to elicit solid feedback from single-family homeowners and renters who receive County-provided recycling and trash collection services. While considering time limitations, specific questions that County staff deemed to be important were included in the phone survey. To maximize participation, this survey was created to maintain a logical flow and took about 12 minutes to administer. It allowed for both subsequent comparisons of survey question data and for participants to provide feedback in an unstructured manner. The final approved survey contained 37 questions with several open-ended questions to gain personal opinions from single-family residents on recycling and/or trash collection and related activities to assess customer satisfaction. The survey was written to be focused and concise. It was also designed to obtain



required demographics and subject data from the homeowners for later comparison. The final survey and associated phone script are attached as Appendix 2.

## **Survey Implementation**

A telephone survey was conducted during July 2008 and targeted residents of detached single-family dwellings (and townhomes) in Montgomery County who receive County-provided recycling and trash collection services with the primary goal of assessing customer satisfaction with these services.

To facilitate survey implementation, TRI enlisted the assistance of Shugoll Research which administered the survey. Shugoll Research is a Montgomery County firm in Bethesda with over 50 years of experience in conducting surveys and designing research studies among general consumers and specialty audiences.

An interviewer's manual was developed for use by callers throughout the survey process. This manual included detailed instructions on how to ask each question, probing instructions, and an overview of the background and objectives of the study. To reach the target population, most calls were made during the evenings or weekends to obtain the desired goal of 700 total completed surveys.

While conducting the survey, staff followed the coded script closely to ensure consistency and reduce bias to survey questions. Residents of single-family homes and townhomes (including renters and owners) were contacted by phone during the evening hours using an autodial method programmed to reach only telephone exchanges in Montgomery County within the selected areas for each Area A and B. Two attempts were made to contact these residents. Survey questions and response choices were read to the respondents and results tracked electronically.

Residents who either owned or rented a single-family home in Montgomery County were contacted. The survey gathered data from respondents within the cities and towns within the County that received only County-provided recycling services (i.e., Ashton, Beallsville, Barnesville, Boyds, Brinklow, Burtonsville, Clarksburg, Damascus, Derwood, Dickerson, Germantown, Montgomery Village, Olney, Poolesville, Potomac, and Sandy Spring). In addition, it gathered additional data from respondents who lived in Area A, who received County-provided trash collection in addition to recycling services (i.e., Aspen Hill, Bethesda, Colesville, Kensington, Silver Spring, and Wheaton).

## **Tracking of Survey Responses**

To better track responses and to manage the data, an electronic database was designed to easily quantify both the answers to the standard questions and collect comments from respondents.

Only those respondents who answered questions S1 (*What is your zip code?*) with a zip code within Montgomery County not within a municipality (i.e., City of Rockville, Gaithersburg, etc.)



and S2 (*Which best describes your type of residence?*) with either “Single-family detached, or town home” were allowed to complete the survey. Others who had answered “Apartment/ Condominium (building with multiple dwellings)” were thanked for their time and those calls were terminated. For those single-family residents who qualified to participate, after completing the recycling portion of the survey, these respondents were further screened to determine if they contracted with a private firm for trash collection. Only those who replied with “No” were considered to be in Area A and allowed to continue the survey and provide responses to questions related to County-provided trash collection services.



## OBSERVATIONS

Based on our years of experience, even in a specialized market and not in a telemarketing venue, a high percent response rate to any phone survey is extremely rare. This survey has met the stated County goal of reaching 700 residents of detached single-family homes and townhomes in Montgomery County.

Our achieved response rate ensures that data are statistically reliable at an index of  $\pm 3.8$  percent and are deemed representative of the recycling and trash collection issues of the targeted single-family residents in Montgomery County, can allow the County to better plan for recycling or trash collection initiatives and modify their strategic plan as needed so it is both representative of concerns and will meet the needs of the single-family sector.

Some key observations are noted below:

### **Recycling Practices (Areas A and B)**

#### ***Overall***

- The majority of respondents in each Area reported they were placing their recycling bins at curbside on a weekly basis.
- Mixed paper, aluminum cans and foil products, glass bottles and jars, and plastic narrow-neck bottles were found to be recycled by the majority of respondents (over 94%), while bi-metal (steel/tins cans) were recycled less frequently (over 83%).
- Just over one-third of those surveyed reported recycling scrap metal at curbside.
- Christmas trees were recycled by almost half of those surveyed in both Areas; however, this total does not account for differences in religious observations, use of artificial trees, or associated composting.

#### ***Mixed Paper***

- For mixed paper recycling activities, newspaper and inserts, cardboard, magazines, cereal and other boxes, catalogs, and telephone books were found to be recycled by the clear majority of single-family residents. White office paper, computer paper, and envelopes were recycled less frequently, with about two-thirds of all respondents reporting they placed these in their curbside bins. Since this phone survey was targeted to residents, only some of whom work at home or have home-based businesses, several factors might account for the data obtained related to the volume of white office paper, computer paper, and envelopes recycled. This total did not account for the use of e-mail for correspondence, receiving online statements and paying bills online rather than using the U.S. mail, and the overall limited printing and mailing activities that occur in a home as opposed to an office setting.
- Shredded paper was recycled by over two-thirds of all respondents.

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- Paperback and hardback books were recycled at curbside by less than half of those surveyed; this total does not account for other reuse activities, such as donations of books to charitable groups, libraries, etc.
- Unwanted/junk mail was found to be recycled by almost three quarters of those surveyed with less than half of these respondents reporting they shred this material before placing it in their recycling bins.
- Forty percent of the respondents who placed unwanted/junk mail into the trash as opposed to recycling it reported they shred it first.
- Although several reasons as to why respondents do not recycle their unwanted/junk mail were provided (including security issues, time constraints and habits, recycling awareness issues), none of these can be identified as the primary issue, since the data differences were not significant.

### ***Scrap Metal Collection***

- The majority of respondents were not aware that the County provides scrap metal recycling collection at curbside for residents.
- Less than half of those surveyed were aware of the specific collection requirements or restrictions for items left for scrap metal collection; however, respondents ages 45 to 64 were found to be almost twice as aware of these requirements as the respondents in other age groups.
- Almost half of the 272 respondents who said they were aware that the County provided curbside scrap metal collection service also reported they have used this service. Two-thirds of these respondents knew how to arrange for a pick up of scrap metal items; however, when data from each Area were compared, respondents from Area A were found to be more knowledgeable about the on-call procedure.
- Approximately one-third of the respondents, when asked how they would arrange for scrap metal collection in the future, knew to call the County within 24 hours prior to their regular recycling collection day to arrange for a scrap metal pick up. An almost equal amount reported they would just leave the items at curbside without calling in advance.

### ***Yard Trim***

- The majority (86%) of all respondents were aware that Montgomery County provides curbside collection of yard trim (including grass clippings, leaves, tree limbs, and brush) for residents.
- Of the total 605 respondents who were found to be aware of the curbside collection program, about two-thirds reported recycling grass clippings, and over three quarters of



these recycled tree limbs and branches, leaves, and brush; however this does not account for other options including grasscycling and composting activities.

- The frequency of recycling for yard trim at curbside varied by material with grass clippings set out by one-third of the respondents on a weekly basis and tree limbs, leaves and brush placed at curbside on a monthly basis in both Areas A and B.

### **Communication Methods**

- Over 40 percent of the 700 single-family residents surveyed reported they preferred to learn about recycling and trash collection by direct mail; about one-quarter of the total preferred to receive an e-mail. Viewing the County Web site for this purpose was reported to be the preferred method by approximately 11 percent of the total respondents.

### **Level of Satisfaction with Recycling Collection Services**

- The majority of total respondents (89%) reported they were very satisfied with the curbside collection of mixed paper, bottles, and cans. This reported satisfaction rate was found to be similar among those surveyed within both Areas A and B.
- Of those who were aware of this County service, the majority of respondents (75%) reported they were very satisfied with the weekly collection of leaves, grass and brush; however, those respondents in Area A were found to be significantly more satisfied (80%) than those in Area B (69%).
- Of those who were aware of the County's on-call scrap metal collection service, the majority of respondents (83%) reported they were very satisfied with this service, with respondents from Area A found to be significantly more satisfied (91%) with this County services than those in Area B (74%).
- The majority of the 82 respondents who reported they were dissatisfied with one of the curbside collection process for mixed paper, bottles, cans; leaves, grass, and brush; or scrap metal had no suggestions for improving these collection processes.
- Almost half of the total 700 respondents felt that having the County provide a larger container for recycling bottles and cans would be very helpful while one-quarter of the total group surveyed reported it would not be helpful.
- Almost three-quarters of the total 700 respondents felt having the County provide a smaller container for recycling bottles and cans would be not be very helpful while less than one-quarter of the total group surveyed reported it would be helpful.



- Two-thirds of the total 700 respondents felt having the County provide a smaller container for mixed paper would not be very helpful while less than one quarter of the total group surveyed reported it would be helpful.
- Just over one-third of the total 700 respondents reported they thought eliminating the sorting of recyclable materials would be very helpful while the same percentage (36%) reported it would not be helpful.

## **Trash Collection Services (Area A only)**

### ***Weekly Trash Collection***

- Over one-third of the total 350 respondents (35%) reported they knew that trash may not be left at the curbside in plastics bags, while the majority of respondents were either found to be unaware of this regulation (16%) or thought it could be (49%).
- Almost two-thirds of the total 350 respondents (61%) reported were found to be aware that trash must be placed in trash cans with tight-fitting lids.
- Among those surveyed as to their knowledge of weight limitations for trash containers placed at curbside for weekly pick up, the majority of respondents said either there was no weight limit (32%) or were not sure if there was a limit (33%).
- Almost two-thirds of the total 350 respondents were found to be aware that furniture and other large items are not picked up weekly at curbside without a special pick up.
- About three-quarters of the total 350 respondents were aware that trash cans could not be left at curbside all week.
- Almost two thirds of the 350 respondents were found to be aware that trash can be left loose in trash cans.

### ***Bulk Trash Collection Service***

- Over two-thirds of the total 350 respondents were found to be aware that the County-provided bulk trash collection service to single-family residents, and almost two-thirds of these respondents reported they had used the County's bulk trash collection service.
- Almost two-thirds of the total 350 respondents were found to be aware there was no cost for County-provided bulk trash collection; however, the majority of the respondents (96%) were unsure about how many collections were provided on a yearly basis.
- Over two-thirds of the total 350 respondents were found to be aware they were required to call the County in advance to schedule bulk trash collection and, of these, over 74 percent had lived in the County for over 10 or more years.



### ***Accepted Materials***

- Over three quarters of the 242 total respondents (who were aware of the County's bulk trash collection program) reported they were also aware that furniture was collected as part of the bulk trash collection program, and over two-thirds were aware that carpeting was also accepted.
- Less than one-third of the 242 total respondents (who were aware of the County's bulk trash collection program) reported they were aware that construction materials were not accepted as part of the curbside recycling program. An even smaller percentage (24% to 26%) knew that unwanted materials from home renovation projects and doors/windows were also not accepted for bulk trash collection.
- The majority of the 242 total respondents (who were aware of the County's bulk trash collection program) reported that motor oil (63%) and pesticides (58%) were not accepted as part of bulk trash collection, but only 29 percent of those surveyed were aware that fluorescent bulbs were also not accepted, since all three of these materials are considered to be hazardous wastes.
- The majority (over 87%) of the 242 respondents who were aware of the County's bulk trash collection program) reported they either thought bikes and washing machines/dryers were collected as part of the curbside bulk trash collection (48% to 55%) or were not sure (30% to 44%) if they were accepted or not.

### **Level of Satisfaction of Services**

- Of the total 350 respondents, 80 percent reported they were very satisfied with the curbside refuse collection, while 12 percent reported they were only satisfied or somewhat satisfied.
- Of the respondents who were aware of bulk trash collection, 81 percent reported they were very satisfied, while 26 percent of those surveyed said they were satisfied or somewhat satisfied.
- Over 84% of the total 350 respondents reported they were very satisfied with the adherence to collection schedules, while 8 percent of the respondents said they were satisfied or somewhat satisfied.
- Over two-thirds of the total 350 respondents reported they were very satisfied with the courtesy of collectors, while 13 percent of the respondents said they were satisfied or somewhat satisfied.
- The majority (62%) of the total 350 respondents reported they were very satisfied with the cleanliness of the area after collection, while another 29 percent of the respondents said they were satisfied or somewhat satisfied.



- Over one-third (38%) of the total 350 respondents reported they were very satisfied with the notification of why some items were not accepted. Another 18 percent of the respondents said they were satisfied or somewhat satisfied. Less than one-third (29%) of respondents reported they were not sure of their satisfaction with this activity.
- Over half of the total 350 respondents reported they were very satisfied with how their trash cans were returned to the curbside, while 8 percent of those surveyed said they were satisfied or somewhat satisfied.
- Of the total 350 respondents, three quarters reported they were very satisfied with collection trucks driving safely through the neighborhood, while another 17 percent said they were satisfied or somewhat satisfied.
- The majority of the 20 total respondents who reported that they were not satisfied with either curbside refuse collection and/or bulk trash collection provided no suggestions for improvement.

### **Modifications to Trash Collection Services**

- Almost half of the total 350 respondents reported that having the County provide uniform trash cans to residents would be very helpful while 17 percent reported it would be helpful or somewhat helpful.
- Over one-quarter of the total 350 respondents reported that having the County enforce placement of trash set out at curbside not in containers would be very helpful while an almost equal percentage reported it would be helpful or somewhat helpful.
- Over half of the total 350 respondents reported that having the County take additional items at curbside as part of weekly trash collection program would be very helpful; while 23 percent reported it would be helpful or somewhat helpful.

### ***Informational Needs***

- Almost 40 percent of the 350 total respondents reported they were very informed about the County trash/refuse collection services, with the majority (51%) reporting they were informed or somewhat informed.
- Residents reported using multiple sources in the past 6 months to obtain information on County-provided trash collection services; however, the majority of the total 350 respondents (41%) reported they had visited the County Web site. Data showed that 19 percent to 20 percent of all respondents reported using each of these resources: reading a mailing, reviewing brochures, or calling the County.
- Over three-quarters of the 350 total respondents reported they already received enough information about County-provided trash collection services.



- Of the 74 respondents who reported they do not feel they receive enough information about curbside trash collection, bulk trash collection or other trash collection services, the majority (57 percent) then reported they would not like to receive additional information. The remaining respondents said more information would be helpful and some requested additional information on recycling policies or hazardous material disposal be provided.

## **Demographics**

Based on the total 700 respondents in Areas A and B:

- The majority of respondents (49%) were ages 45 to 64. Twenty-nine percent of the respondents were under the age of 45; and 139 respondents (20%) were 65 or older.
- The majority of respondents (93%) reported they owned their home and 6 percent were renters; and 10 respondents declined to respond.
- The largest percentages of respondents reported they either live with one other person (32%) or in a household of four people (23%).
- The majority of respondents lived in Montgomery County for over 10 years; and over one-third of the respondents have lived at their current residence for 1 to 9 years.
- The majority of respondents were either college graduates or have high school diplomas or less; while 39 percent said they held advanced degrees. More respondents in Area A reported they had advanced degrees (43%) than those in Area B (35%).
- In terms of ethnicity, the majority of respondents (69%) reported they were White, not Hispanic. Of the remaining respondents, the highest percentage were African American (9%); Spanish/Hispanic, or Latino (4%); or Asian American (6%).
- The majority of the respondents (39%) reported they have a household income of \$100,000 or more; however, a large percentage (34%) declined to respond to this question.
- In Areas A and B, 50 percent of respondents were male and 50 percent were female.

## ***Demographics and Awareness of Recycling and Trash Collection***

- The low participation by various ethnic groups does not allow for comparison with other collected data with the exception of awareness of the hazardous material disposal where languages or other barriers may play a role.
- Length of residency was not a highly significant factor in awareness of some County-provided services.



- Income was not observed to be a highly significant factor in the awareness or satisfaction with some County-provided services.
- No significant data trends were observed based on gender differences.
- Age played a minor role in the responses obtained from the surveyed group with the exception of awareness about collection activities for yard trim, scrap metal, or bulk trash.

### **Summary of Key Observations**

- Length of residency played a minor role in responses obtained from the survey group with the exception of special collection services and yard waste collections.
- Ethnicity was not a factor in awareness of recycling or trash collection issues, perhaps because of the low diversity index in this study.
- Requirements for bulk trash were not clearly understood by those surveyed.
- Many specific trash collection requirements were not clearly understood by respondents.
- Customer satisfaction levels varied more for trash collection activities as opposed to recycling activities.



## **RECOMMENDATIONS**

### **Recycling Activities**

- Expand the frequency of outreach by utilizing routine direct mailings on at least a bi-yearly basis to inform this target audience about changes in recycling requirements.
- Expand educational efforts to encourage composting and grasscycling practices by single-family residents to eventually eliminate the need for collection and reduce the quantity of yard trim wastes including leaves, grass and brush collected at curbside.
- Create a flyer to provide more information about handling and disposal of hazardous materials such as pesticides, motor oil, and fluorescent bulbs.
- Continue or expand educational efforts about scrap metal recycling in this sector.
- Continue to educate single-family residents about the need to recycle unwanted/junk mail in this sector.

### **Trash Collection Activities**

- Expand the frequency of outreach by utilizing routine direct mailings to inform this target audience about changes in trash collection requirements; or creating an informational magnet or door hanger on trash collection services for mass distribution.
- Launch an intensive educational campaign to educate single-family residents regarding trash collection and bulk trash requirements. Develop and distribute educational outreach resources on a routine basis such as a flyer sent by direct mail that clearly define what materials are collected as part of the curbside pick up as part of bulk trash collection as well as more information about what constitutes hazardous materials and the proper methods for handling and disposal of these items such as pesticides, motor oil, and fluorescent bulbs.
- Continue to work with contractors in Area A to maintain or improve customer satisfaction levels related to courtesy of collectors, cleanliness of the area after collection, notification of why items were not accepted, and replacement of trash cans at the curbside.
- Clarify the differences for bulk trash collection and special scrap metal recycling pickups for residents in Area A so they understand how the materials are treated even though special collections are arranged for both of these by contacting the DSWS Customer Service line.



## DATA SUMMARY

Seven hundred single-family residents (3 percent of the 21,500 total calls made) agreed to participate in the survey. Of these respondents, 350 were from each targeted subdistrict (referred to as Areas A and Area B in this report). In Area A, the majority of respondents (93%) owned their home, the remaining 17 respondents (5%) were renters, and the rest declined to respond. Numbers in Area B were found to be similar (93% owners and 7% renters). In both the owners and renters group, 50 percent of the respondents were men and 50 percent were women. The majority of respondents were ages 44 to 64, and 20 percent were age 65 or older. Over three-quarters of this group reported they had lived in their current Montgomery County home for 10 years or longer.

Results were tabulated electronically and graphs were generated for each survey question. Each chart shows the question, and gives the data associated with each valid response. The chart in each grouping represents the specific responses gathered from all survey respondents (*N*) who answered that question.

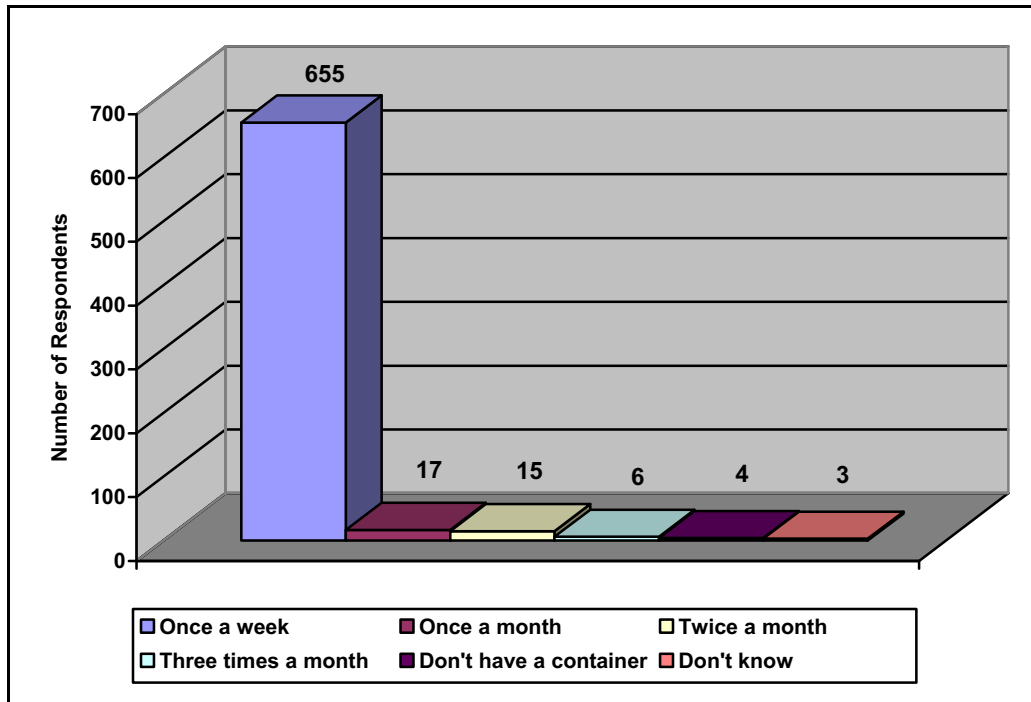
It is important to note that although the total population surveyed was 700 respondents (*N*=700), and within each Area A and B, 350 respondents (*N*=350), some factors account for variations in the total number of responses by question for this survey shown on the following data charts. For example, in some cases respondents had no knowledge of the applicable issues that were tied to subsequent questions; they chose not to reply to particular questions including open-ended ones or provided multiple responses; or questions asked were related to affirmative responses provided to earlier survey questions, and therefore were not applicable.

A data summary that recaps our findings or provides overall statistical data is included for each question.



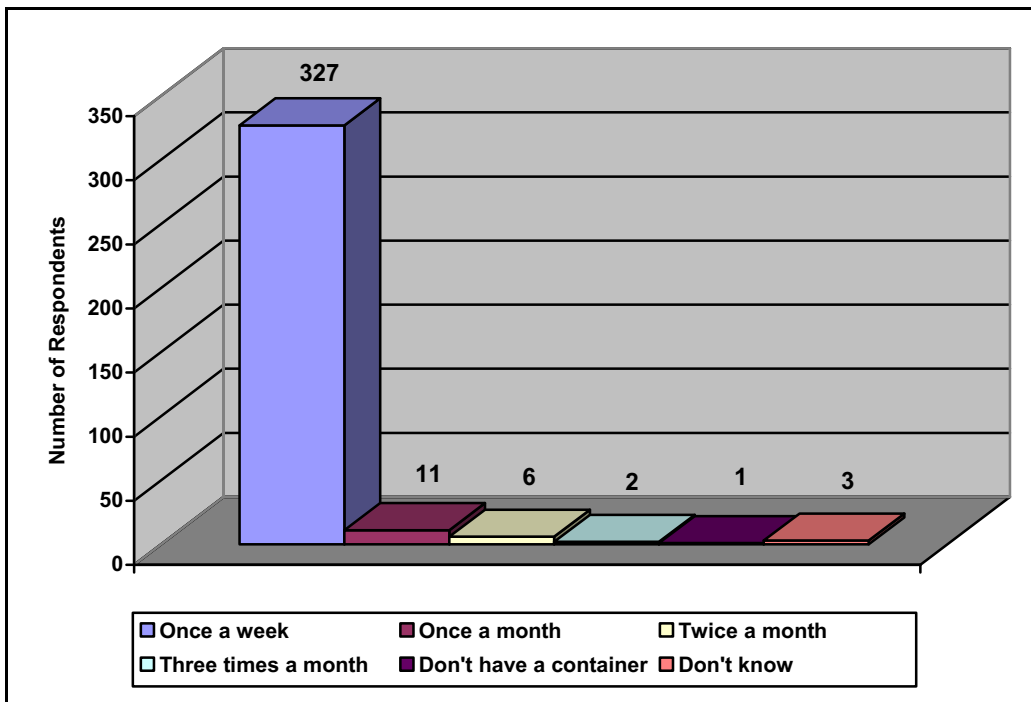
**A. Question 1. On average, how often do you set your recycling containers at the curbside?**

**Areas A & B**



Areas A & B: N=700

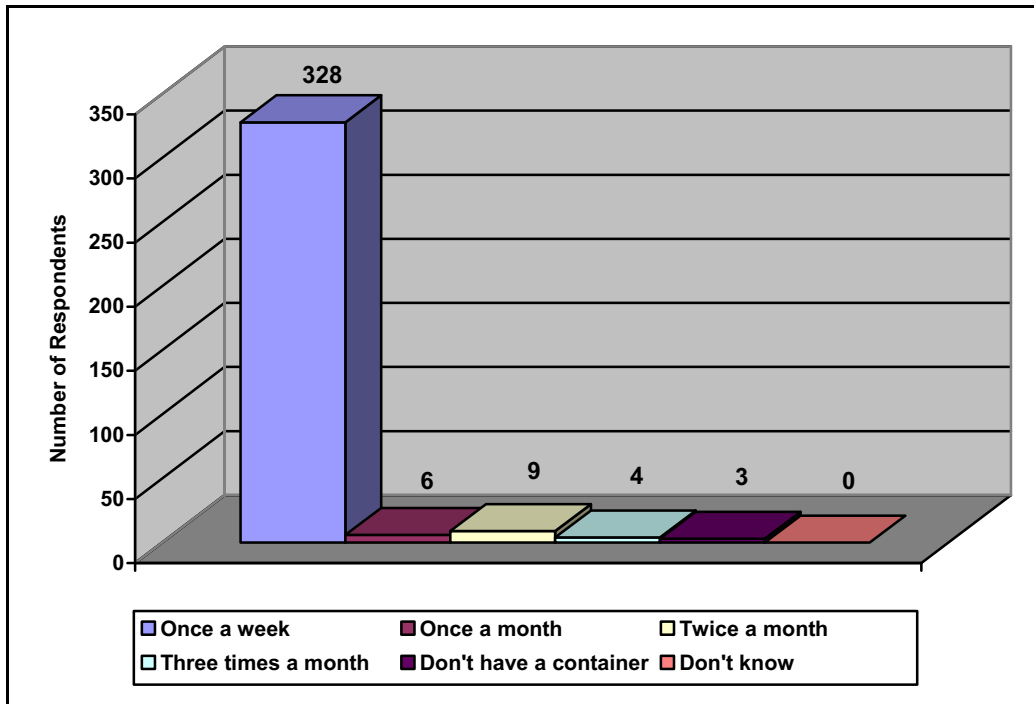
**Area A**



Area A: N=350



### Area B



Area B: N=350

#### **Data Summary**

Of the total 700 respondents, the majority, 655 respondents (94%), set their recycling containers at the curbside once a week. The remaining 45 respondents reported their bins were set out either once a month (2%), twice a month (2%), or three times a month, respectively. Three respondents were unsure how often their recycling bins were placed at curbside.

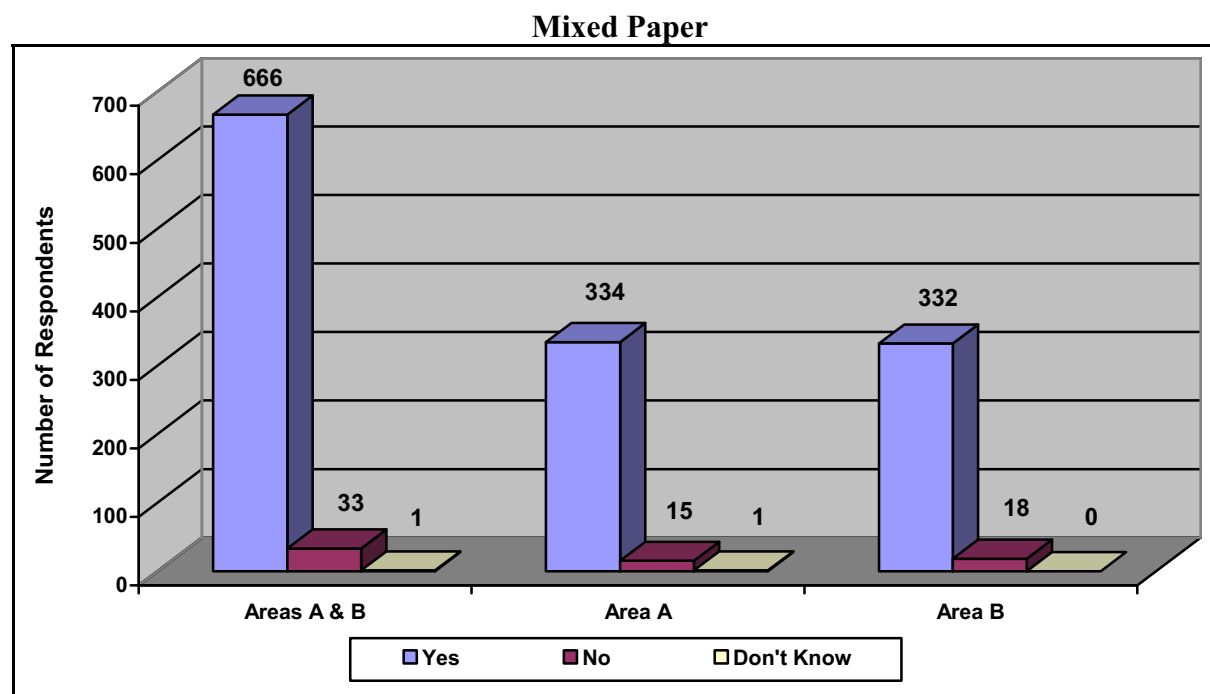
In Area A, of the total 350 respondents, 327 respondents (93%) set their recycling containers at the curbside once a week. The remaining 23 respondents reported their bins were set out once a month (3%), twice a month (2%), and three times a month. In Area A, a very small number of respondents indicated that they did not have a container for recycling.

In Area B, of the total 350 respondents, 328 respondents (94%) set their recycling containers at the curbside once a week. The remaining 22 respondents reported their bins were set out once a month (2%), twice a month (3%), or three times a month, respectively.

Data collected from respondents in Areas A and B were found to be similar, with the majority of respondents (94%) in both Areas setting out their recycling containers at curbside on a weekly basis, and a smaller percentage in each Area setting them out less frequently.



**Question 2. Now, please tell me if you and/or members of your family recycle the following materials at home?**



Areas A & B: N=700; Area A: N=350; Area B: N=350

### ***Data Summary***

Of the total 700 respondents, 666 respondents (95%) reported they recycled mixed paper at home, and 33 respondents (5%) reported they did not recycle this material.

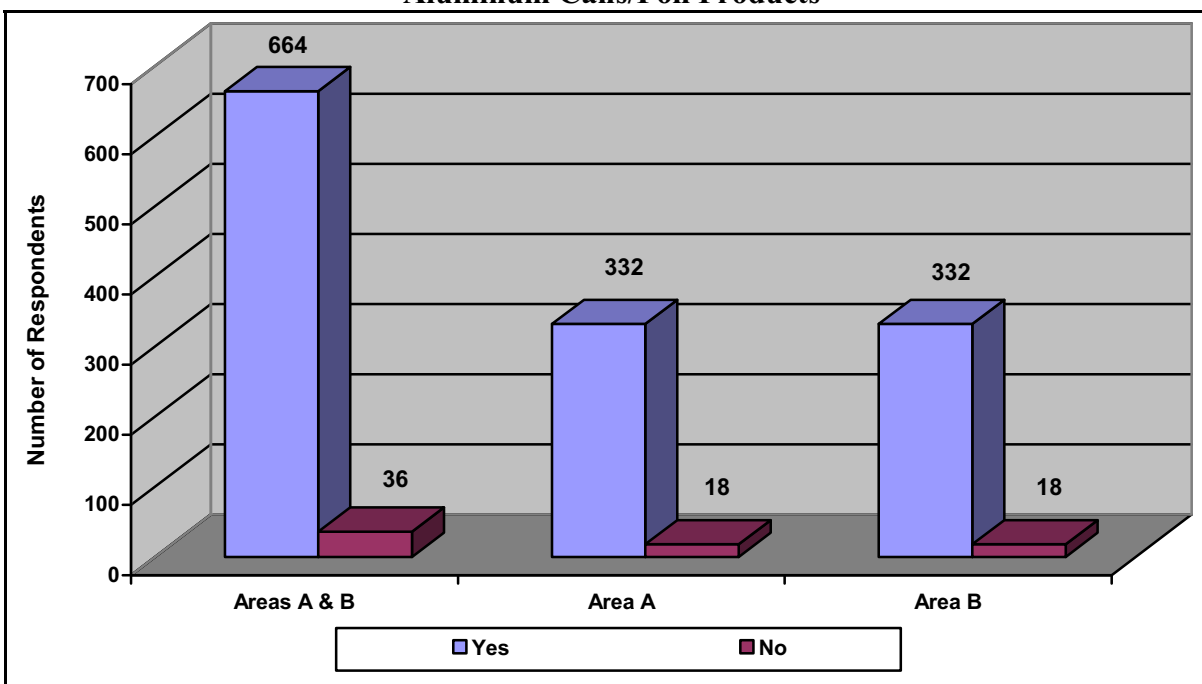
In Area A, of the total 350 respondents, 334 respondents (95%) reported they recycled mixed paper at home, and 15 respondents (4%) reported they did not recycle this material. One respondent in Area A was not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 332 respondents (95%) reported they recycled mixed paper at home, and 18 respondents (5%) reported they did not recycle this material.

For mixed paper, data collected from respondents in the Areas and B were found to be similar, with the majority of respondents (95%) recycling mixed paper at curbside.



### Aluminum Cans/Foil Products



Areas A & B: N=700; Area A: N=350; Area B: N=350

#### ***Data Summary***

Of the total 700 respondents, 664 respondents (95%) reported they recycled aluminum cans and foil products at home, and 36 respondents (5%) reported they did not recycle these materials.

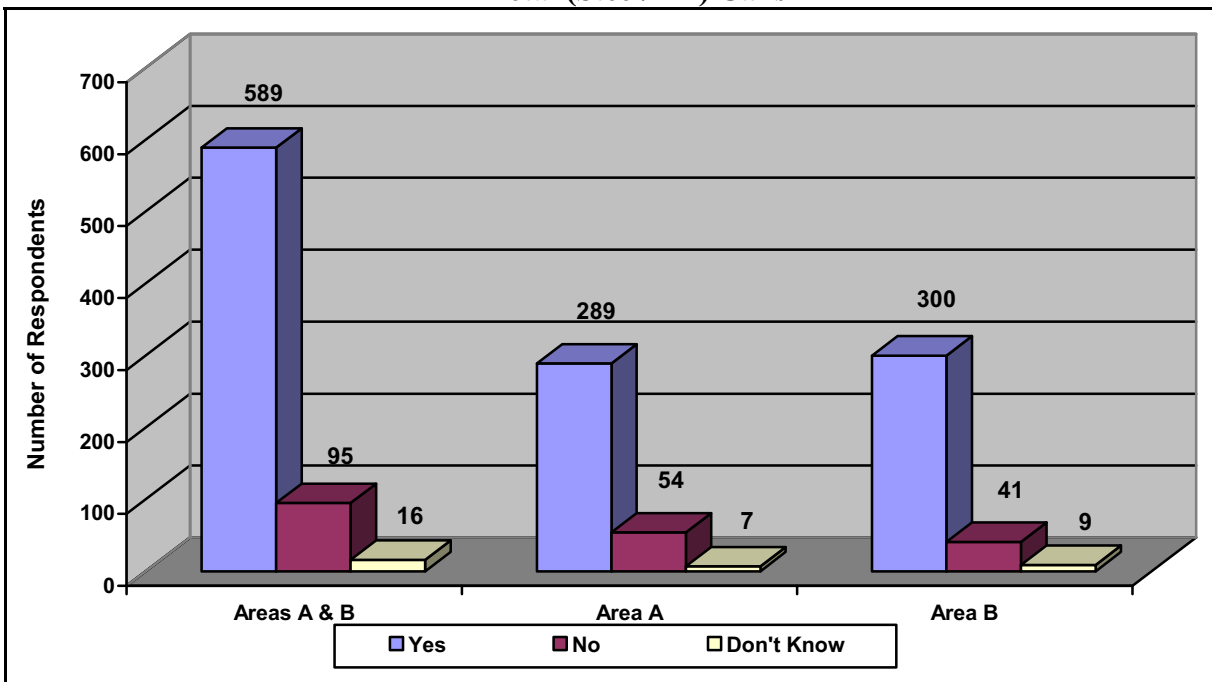
In Area A, of the total 350 respondents, 332 respondents (95%) reported they recycled aluminum cans and foil products at home, and only 18 respondents (5%) reported they did not recycle these materials.

In Area B, of the total 350 respondents, 332 respondents (95%) reported they recycled aluminum cans and foil products, and 18 respondents (5%) reported they did not recycle these materials.

For aluminum cans and foil products, data collected from respondents in Areas A and B were found to be similar, with the majority of respondents (95%) recycling these materials at curbside.



### Bi-Metal (Steel/Tin) Cans



Areas A & B: N=700; Area A: N=350; Area B: N=350

#### Data Summary

Of the total 700 respondents, 589 respondents (84%) reported they recycled bi-metal (steel/tin) cans at home, and 95 respondents (14%) reported they did not recycle these materials. Sixteen respondents (2%) were not sure if these materials were recycled at their residence.

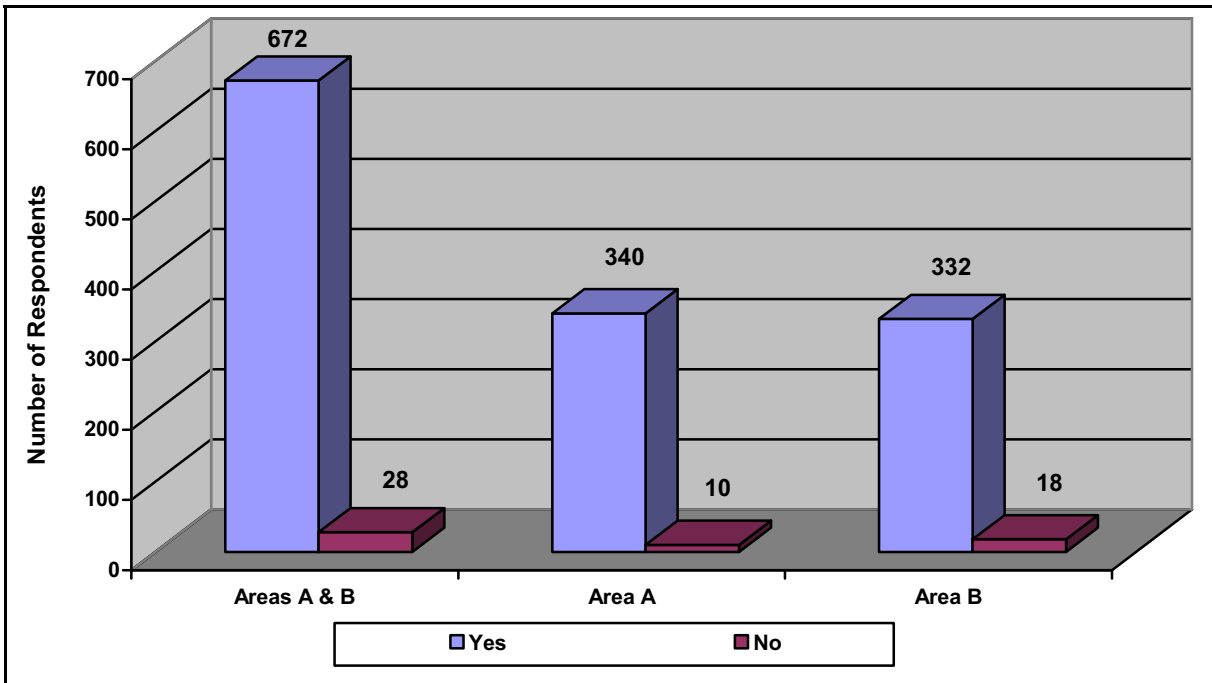
In Area A, of the total 350 respondents, 289 respondents (83%) reported they recycled bi-metal (steel/tin) cans at home, and 54 respondents (15%) reported they did not recycle these materials. Seven respondents (2%) in Area A reported they were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, a slightly larger number, 300 respondents (86%), reported they recycled bi-metal (steel/tin) cans at home, while 41 respondents (12%) reported they did not recycle this material. Nine respondents (2%) in Area B reported they were not sure if this material was recycled at their residence.

For bi-metal (steel/tin) cans, data collected from respondents in Areas A and B were found to be similar, with at least 83 percent of the respondents recycling these materials at curbside.



### Glass Bottles and Jars



Areas A & B: N=700; Area A: N=350; Area B: N=350

#### ***Data Summary***

Of the total 700 respondents, 672 respondents (96%) reported they recycled glass bottles and jars at home, and 28 respondents (4%) reported they did not recycle these materials.

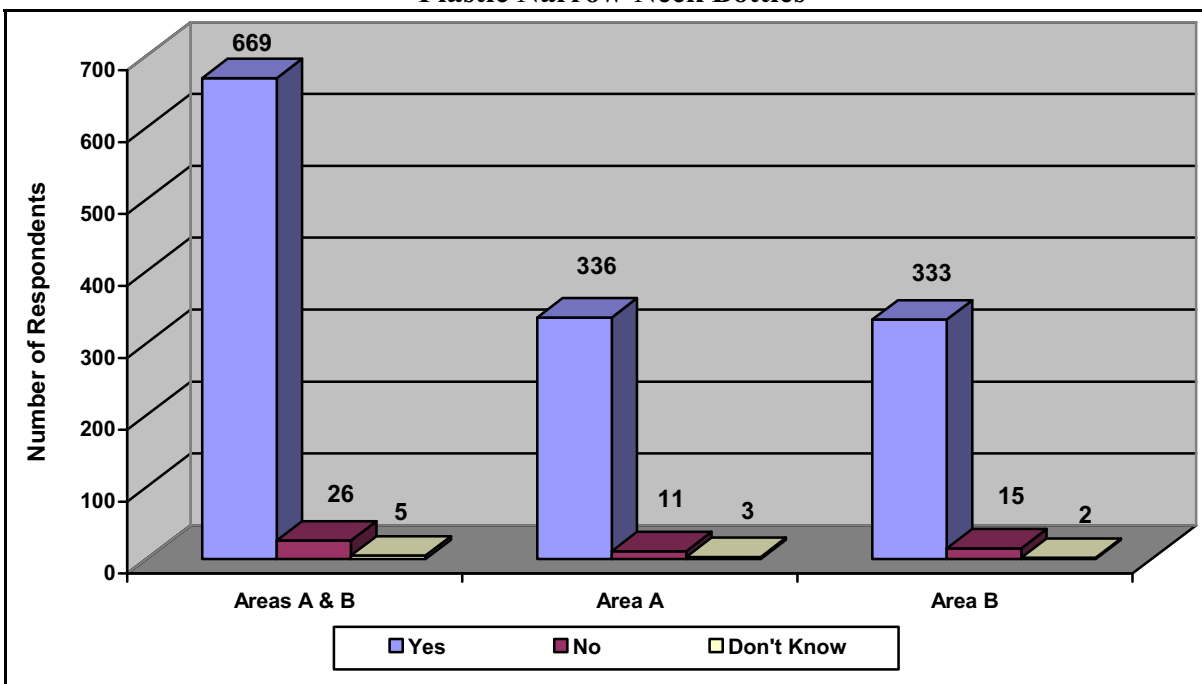
In Area A, of the total 350 respondents, 340 respondents (97%) reported they recycled glass bottles and jars at home, and 10 respondents (3%) reported they did not recycle these materials.

In Area B, of the total 350 respondents, 332 respondents (95%) reported they recycled glass bottles and jars at home, and 18 respondents (5%) reported they did not recycle these materials.

A slightly higher percentage of respondents reported they recycled glass bottles and jars within Area A than Area B; however, in both groups at least 95 percent of the respondents were recycling these materials at curbside.



### Plastic Narrow-Neck Bottles



Areas A & B: N=700; Area A: N=350; Area B: N=350

#### Data Summary

Of the total 700 respondents, 669 respondents (96%) reported they recycled plastic narrow-neck bottles at home, and 26 respondents (~3%) reported they did not recycle these. Five respondents (~1%) were not sure if this material was recycled at their residence.

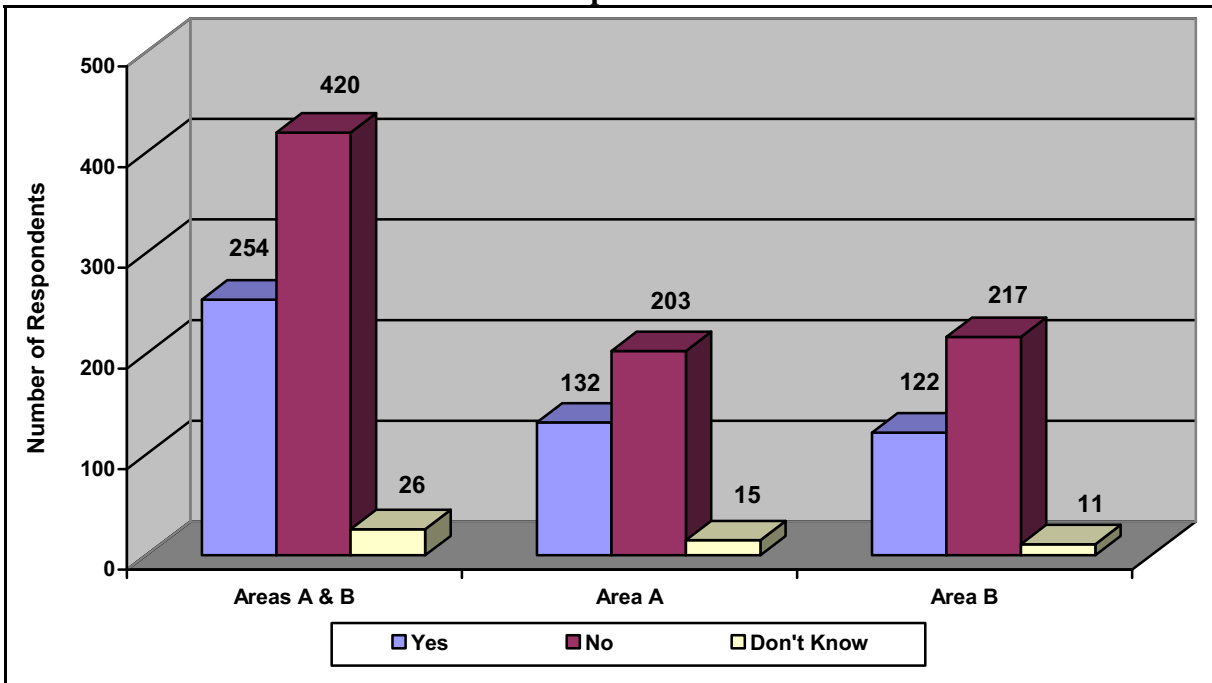
In Area A, of the total 350 respondents, 336 respondents (96%) reported they recycled plastic narrow-neck bottles at home, and 11 respondents (3%) reported they did not recycle these. Three respondents (1%) in Area A reported they were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 333 respondents (95%) reported they recycled plastic-narrow neck bottles at home, and 15 respondents (4%) reported they did not recycle these. Two respondents (1%) in Area B were not sure if this material was recycled at their residence.

Although a slightly higher number of respondents in Area A reported they recycled plastic narrow-neck bottles than those in Area B, within both groups at least 95 percent of the respondents were recycling these at curbside.



## Scrap Metal



Areas A & B: N=700; Area A: N=350; Area B: N=350

### ***Data Summary***

Of the total 700 respondents, 254 respondents (36%) reported they recycled scrap metal at home, and 420 respondents (60%) reported they did not recycle this material. Twenty-six respondents (4%) were not sure if this material was recycled at their residence.

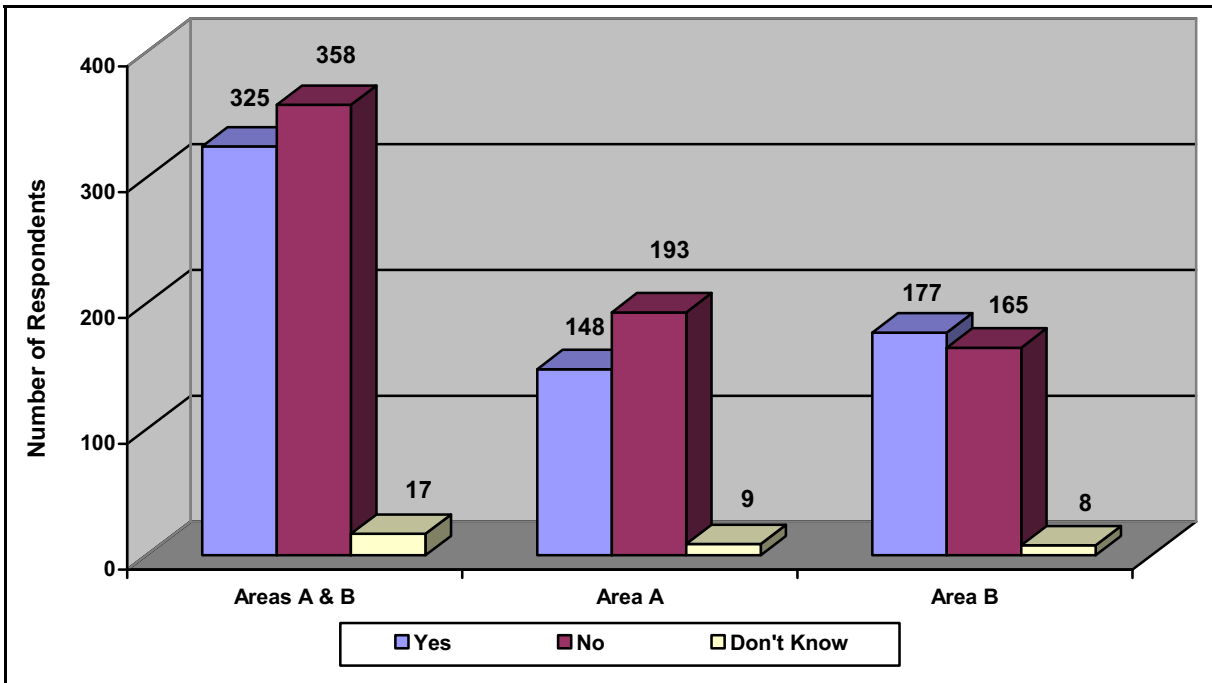
In Area A, of the total 350 respondents, 132 respondents (38%) reported they recycled scrap metal at home, and 203 respondents (58%) reported they did not recycle scrap metal. Fifteen respondents (4%) in Area A were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 122 respondents (35%) reported they recycled scrap metal at home, and 217 respondents (62%) reported they did not recycle this material. Eleven respondents (3%) in Area B were not sure if this material was recycled at their residence.

A slightly higher percentage of respondents in Area A reported they recycled scrap metal than those in Area B; however, in both groups, less than 40 percent of the respondents were recycling this material at their residence.



## Christmas Trees



Areas A & B: N=700; Area A: N=350; Area B: N=350

### ***Data Summary***

Of the total 700 respondents, 325 respondents (46%) reported they recycled Christmas trees at home, and 358 respondents (51%) reported they did not recycle Christmas trees. Seventeen respondents (3%) were not sure if this material was recycled at their residence.

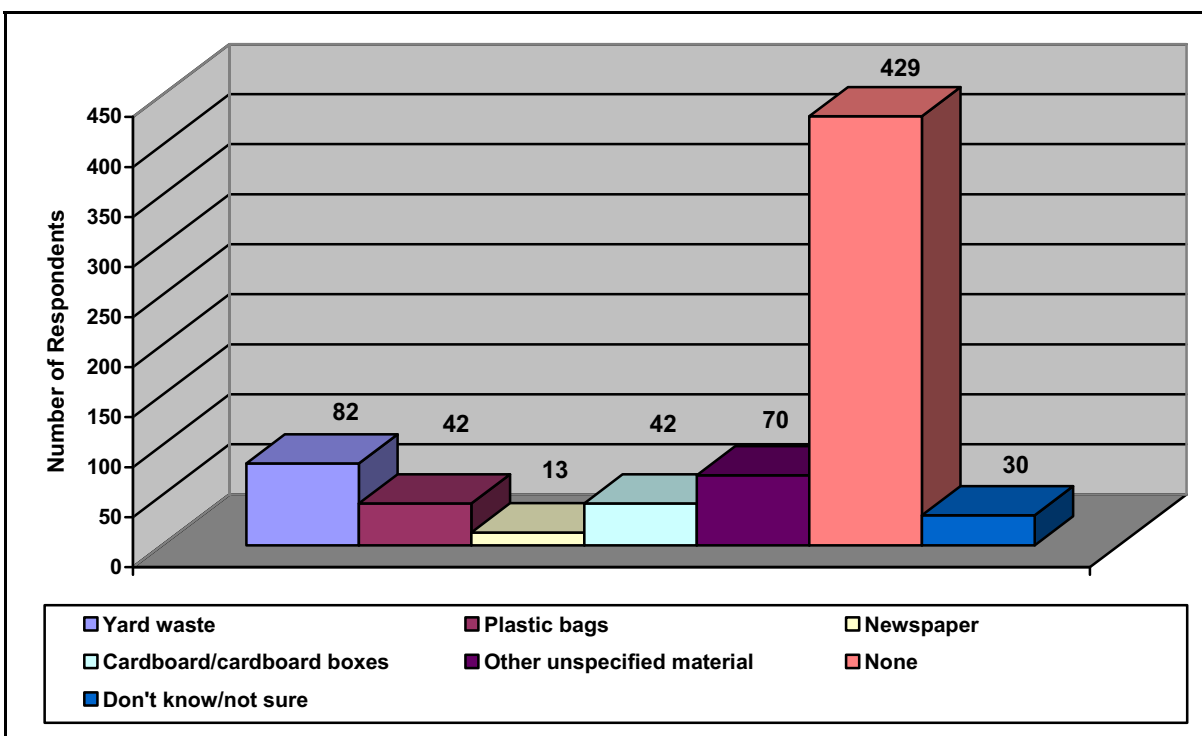
In Area A, of the total 350 respondents, 148 respondents (42%) reported they recycled Christmas trees at home, and 193 respondents (55%) reported they did not recycle these. Nine respondents in Area A (3%) were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 177 respondents (51%) reported they recycled Christmas trees at home, and 165 respondents (47%) reported they did not recycle these. Eight respondents in Area B (2%) were not sure if this material was recycled at their residence.

While significantly more respondents in Area B reported they recycled Christmas trees than those in Area A, a maximum of 51 percent participation was reported. However, this data does not consider differences in the religious observances within these groups, the use of artificial trees, and the possibility of respondents composting this material.

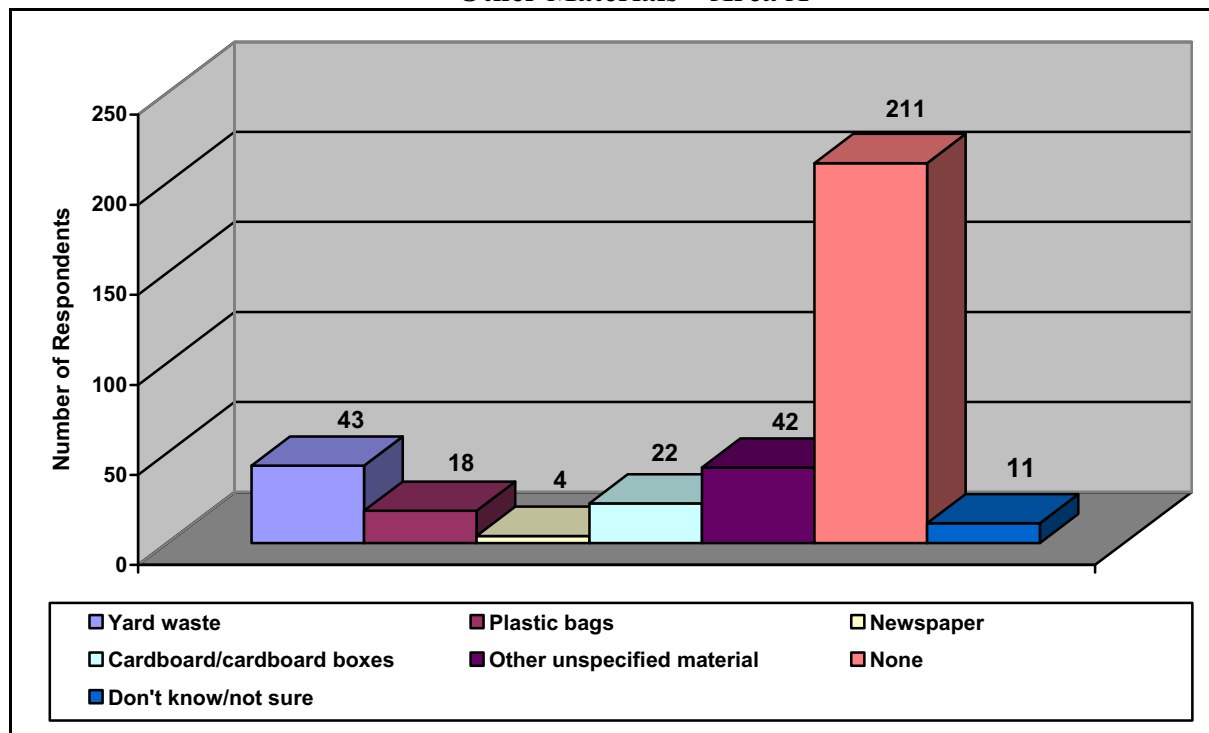


### Other Materials – Areas A & B



Areas A & B: N=700

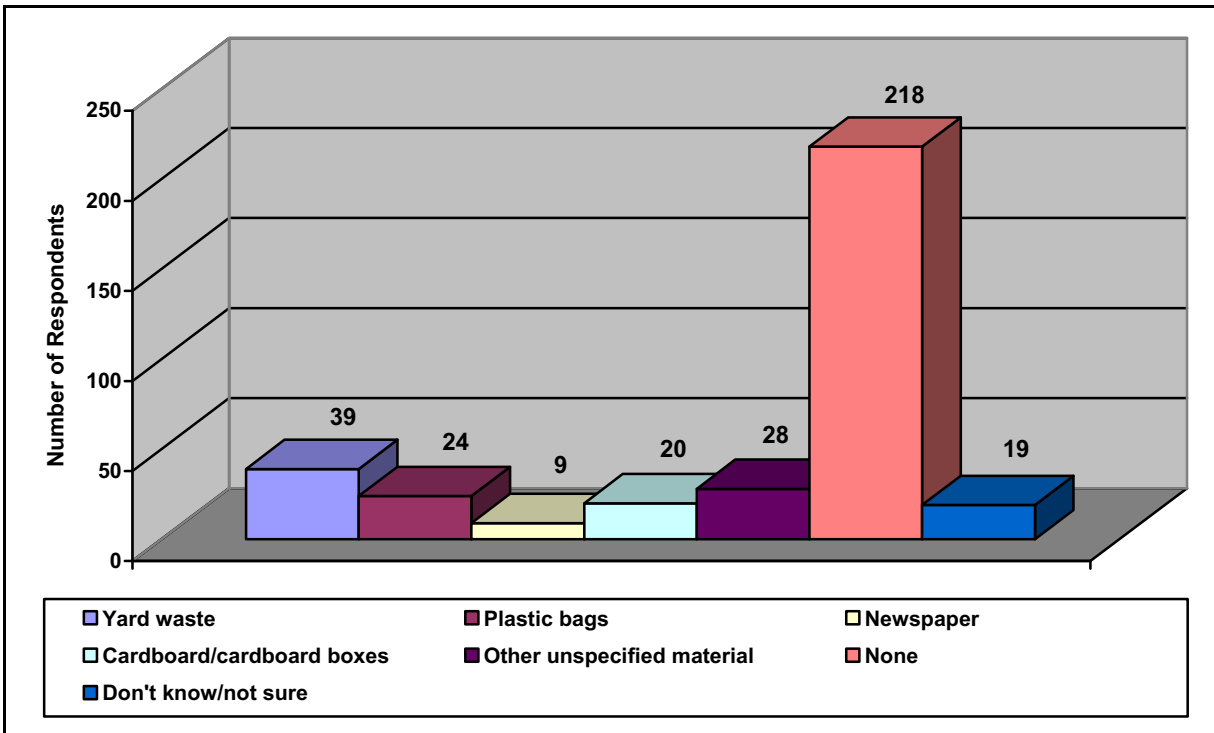
### Other Materials – Area A



Area A: N=350



### Other Materials – Area B



Area B: N=350

*Note: Respondents may have provided more than one response.*

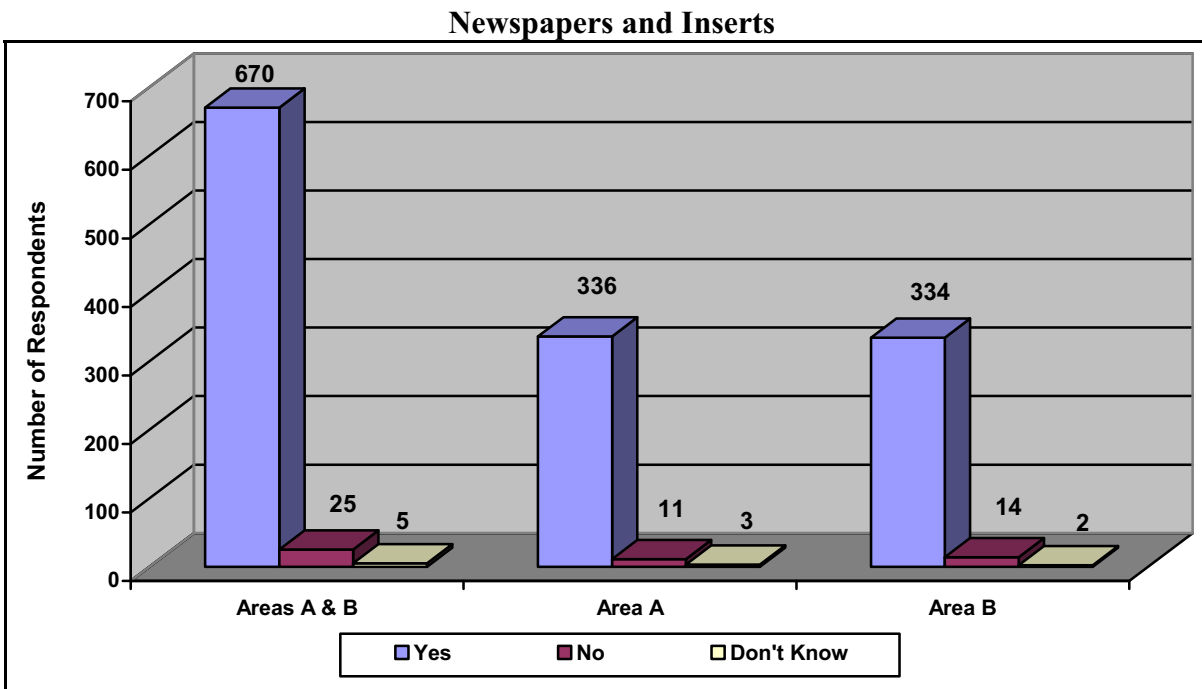
### Data Summary

Of the total 700 respondents, 429 respondents (61%) reported they do not recycle any additional materials other than those required by the County; however, data collected for this question indicated that 82 respondents (12%) said they also recycled yard waste; 70 respondents; (10%) recycled other types of materials that were not specified; 57 respondents (8%) recycled cardboard and newspaper; and 42 respondents (6%) recycled plastic bags. Thirty respondents (4%) were not sure if they recycled additional materials.

Similar data trends were observed in both Areas A and Areas B for this question.



**Question 3.** Now, I'm going to read you a list of various types of paper. For each one, please tell me if you and members of your family currently recycle this material at your home. If you're not sure, just say don't know.



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

### **Data Summary**

Of the total 700 respondents, 670 respondents (96%) reported they recycled newspaper and inserts at home, and 25 respondents (~4%) reported they did not recycle these materials. Five respondents were not sure if this material was recycled at their residence.

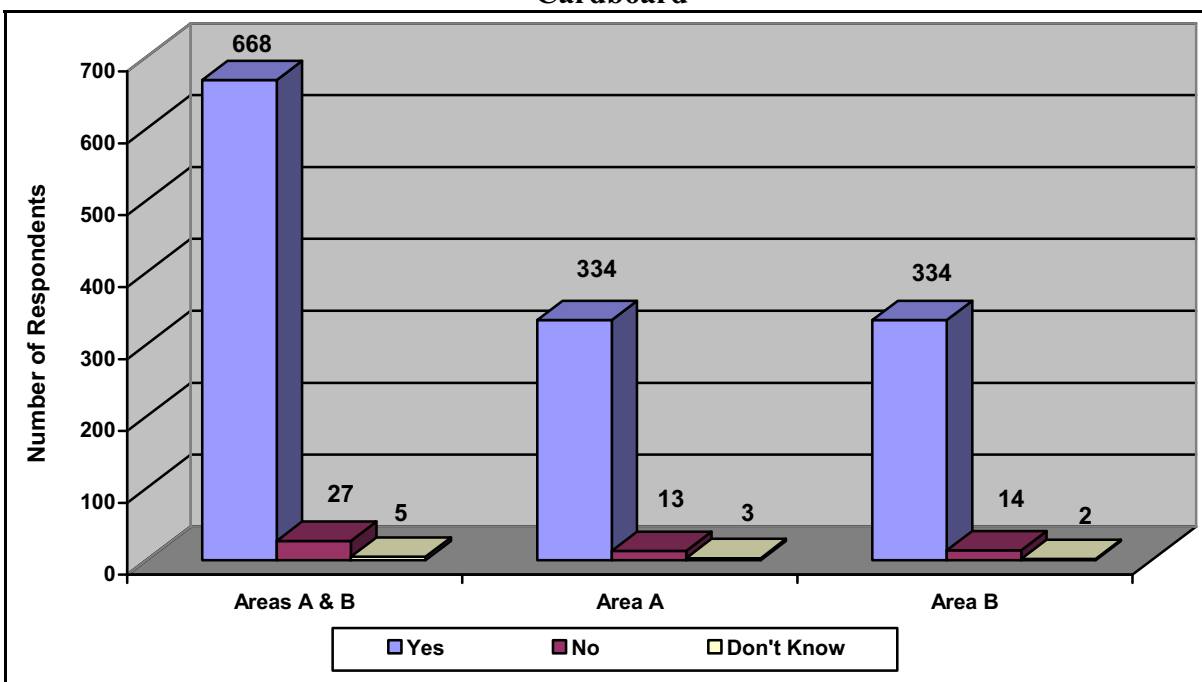
In Area A, of the total 350 respondents, 336 respondents (96%) reported they recycled newspaper and inserts at home, and 11 respondents (3%) reported they did not recycle these materials. Three respondents (1%) were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 334 respondents (95%) reported they recycled newspaper and inserts at home, and 14 respondents (4%) reported they did not recycle these materials. Two respondents were not sure if this material was recycled at their residence.

For newspaper and inserts, data collected from respondents in Areas A and B were found to be similar, with at least 95 percent of the respondents recycling these materials at curbside.



## Cardboard



Areas A & B: N=700; Area A: N=350; Area B: N=350

### Data Summary

Of the total 700 respondents, 668 respondents (95%) reported they recycled cardboard at home, and 27 respondents (~4%) reported they did not recycle cardboard. Five respondents were not sure if this material was recycled at their residence.

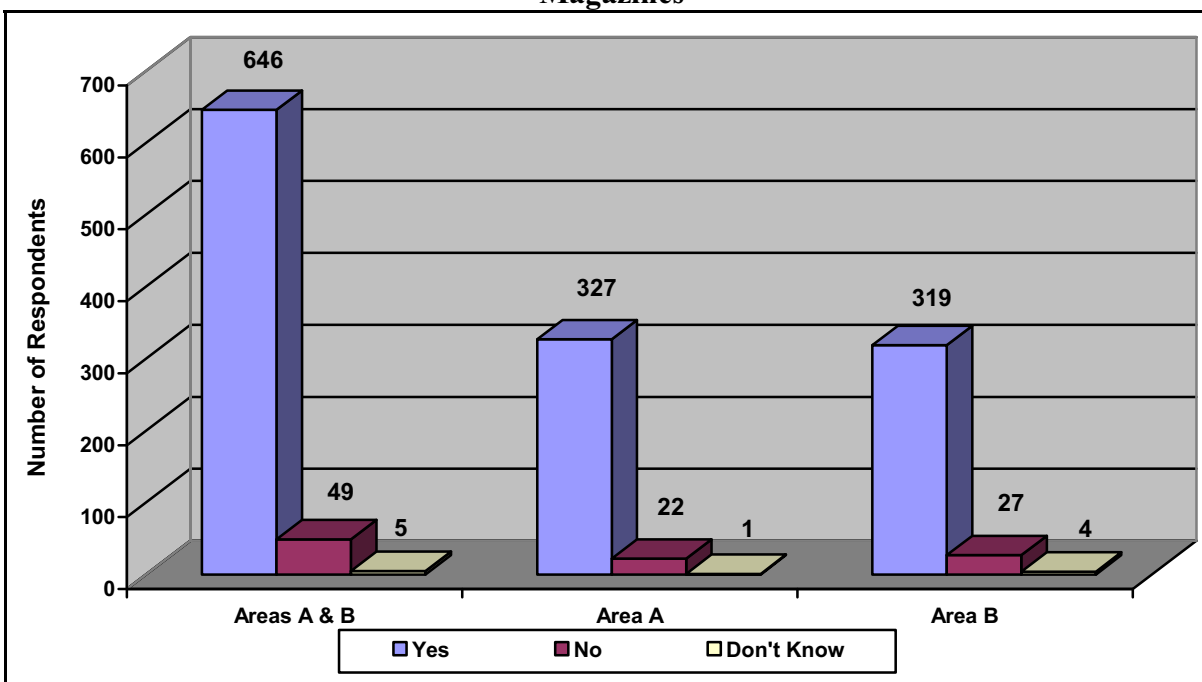
In Area A, of the total 350 respondents, 334 respondents (95%) reported they recycled cardboard at home, and 13 respondents (~4%) reported they did not recycle this material. Three respondents were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 334 respondents (95%) reported they recycled cardboard at home, and 14 respondents (4%) reported they did not recycle this material. Two respondents were not sure if this material was recycled at their residence.

For cardboard, data collected from respondents in Areas A and B were found to be similar, with at least 95 percent of the respondents recycling this material at curbside.



## Magazines



Areas A & B: N=700; Area A: N=350; Area B: N=350

### Data Summary

Of the total 700 respondents, 646 respondents (92%) reported they recycled magazines at home, and 49 respondents (7%) reported they did not recycle magazines. Five respondents (~1%) were not sure if this material was recycled at their residence.

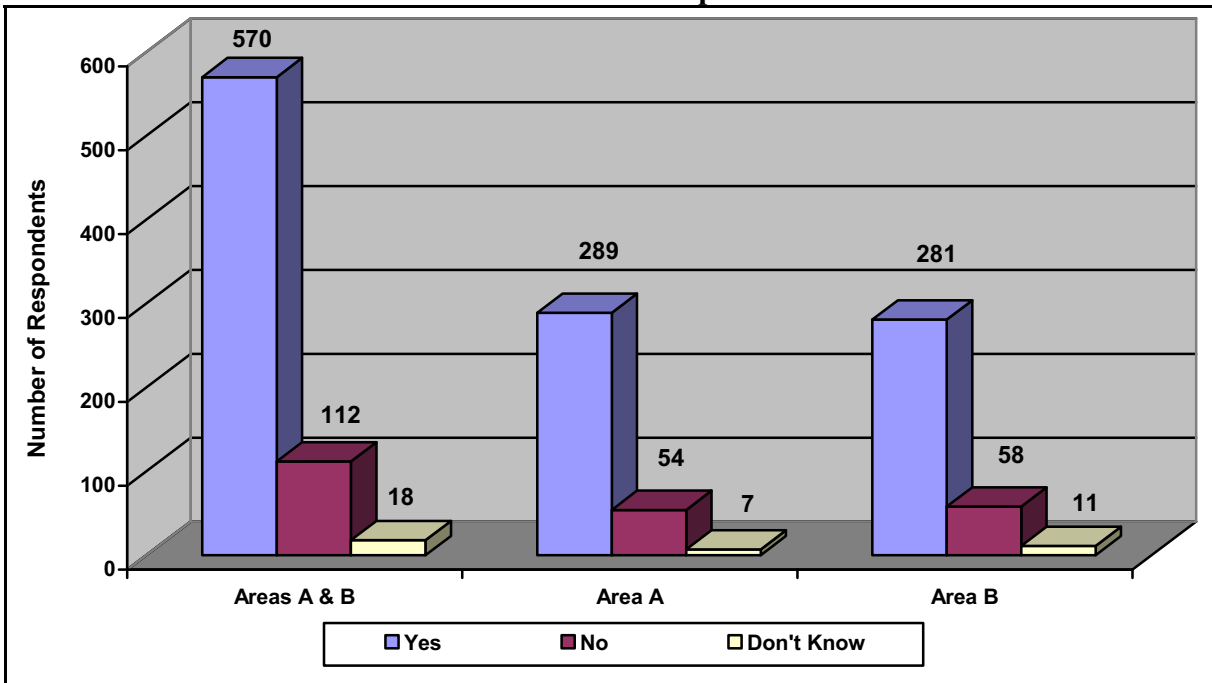
In Area A, of the total 350 respondents, 327 respondents (93%) reported they recycled magazines at home, and 22 respondents (6%) reported they did not recycle these. One respondent was not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 319 respondents (91%) reported they recycled magazines at home, and 27 respondents (8%) reported they did not recycle these. Four respondents were not sure if this material was recycled at their residence.

Data showed that within Area A, a slightly higher percentage of respondents reported they recycled magazines than in Area B; however, within both groups, at least 91 percent of the respondents were recycling these at curbside.



## White Office Paper



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

### **Data Summary**

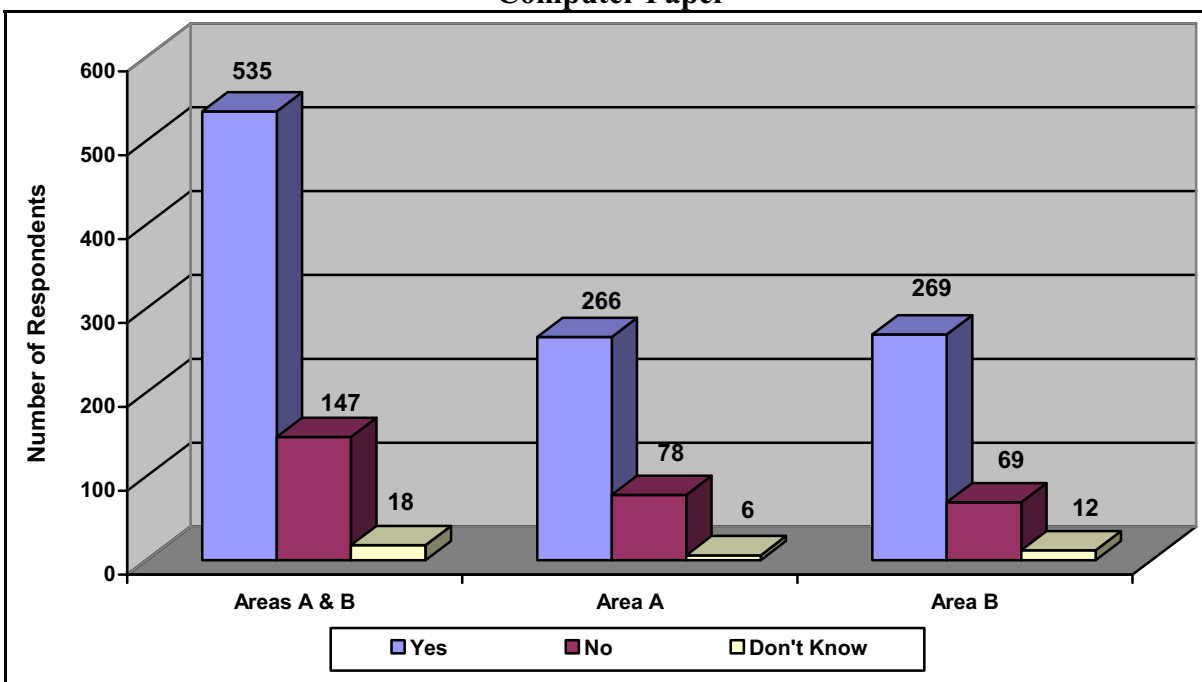
Of the total 700 respondents, 570 respondents (81%) reported they recycled white office paper at home, and 112 respondents (16%) reported they did not recycle white office paper. Eighteen respondents (3%) were not sure if this material was recycled at their residence.

In Area A, of the total 350 respondents, 289 respondents (83%) reported they recycled white office paper at home, and 54 respondents (15%) reported they did not recycle this material. Seven respondents (2%) were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 281 respondents (80%) reported they recycled white office paper at home, and 58 respondents (17%) reported they did not recycle this material. Eleven respondents (3%) were not sure if this material was recycled at their residence. Since this phone survey was targeted to residents, only some of whom work at home or have home-based businesses, these factors might account for the data obtained related to the lower volume of white office paper recycled.



## Computer Paper



Areas A & B: N=700; Area A: N=350; Area B: N=350

### **Data Summary**

Of the total 700 respondents, 535 respondents (76%) reported they recycled computer paper at home, and 147 respondents (21%) reported they did not recycle this material. Eighteen respondents (3%) were not sure if this material was recycled at their residence.

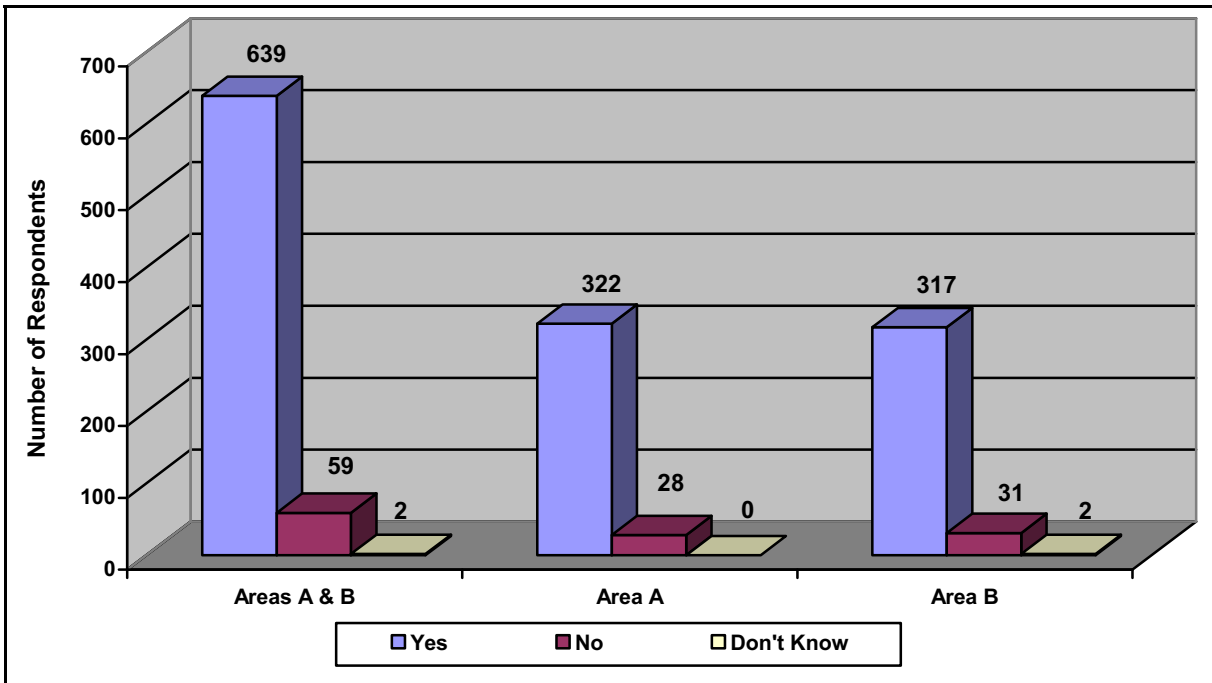
In Area A, of the total 350 respondents, 266 respondents (76%) reported they recycled computer paper at home, and 78 respondents (22%) reported they did not recycle this material. Six respondents were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 269 respondents (77%) reported they recycled computer paper at home, and 69 respondents (20%) reported they did not recycle computer paper. Twelve respondents (3%) were not sure if this material was recycled at their residence.

Although a slightly higher number of respondents reported they recycled computer paper within Area B than Area A, within both groups, at least 76 percent of the respondents were recycling this material at curbside. Since this phone survey was targeted to residents, only some of whom work at home or have home-based businesses, several factors including using e-mail and limiting printing activities might account for the data obtained related to the volume of white computer paper that was recycled.



### Cereal and Other Boxes



Areas A & B: N=700; Area A: N=350; Area B: N=350

#### Data Summary

Of the total 700 respondents, 639 respondents (91%) reported they recycled cereal and other types of boxes at home, and 59 respondents (8%) reported they did not recycle these materials. Two respondents were not sure if these materials were recycled at their residence.

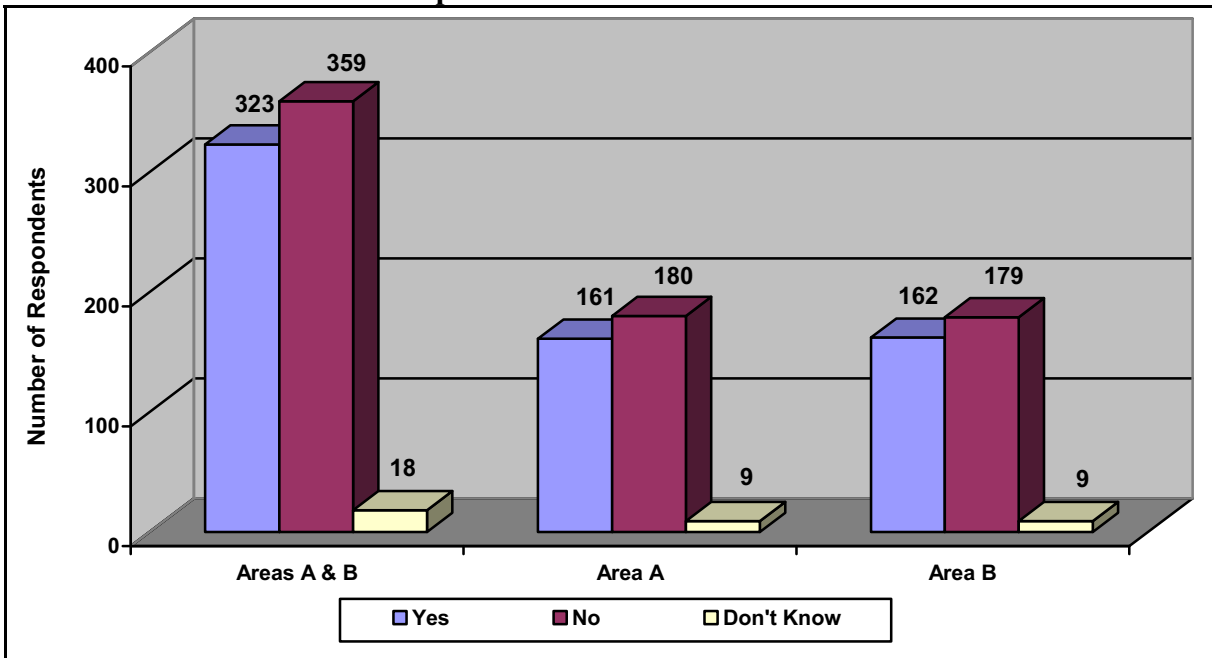
In Area A, of the total 350 respondents, 322 respondents (92%) reported they recycled cereal and other types of boxes at home, and 28 respondents (8%) reported they did not recycle these materials.

In Area B, of the total 350 respondents, 317 respondents (91%) reported they recycled cereal and other types of boxes at home, and 31 respondents (8%) reported they did not recycle these materials. Two respondents were not sure if these materials were recycled at their residence.

A slightly higher percentage of respondents in Area A reported they recycled cereal and other types of boxes than those in Area B; however, within both groups, at least 91 percent of the respondents were recycling these materials at curbside.



### Paperback or Hardback Books



Areas A & B: N=700; Area A: N=350; Area B: N=350

#### Data Summary

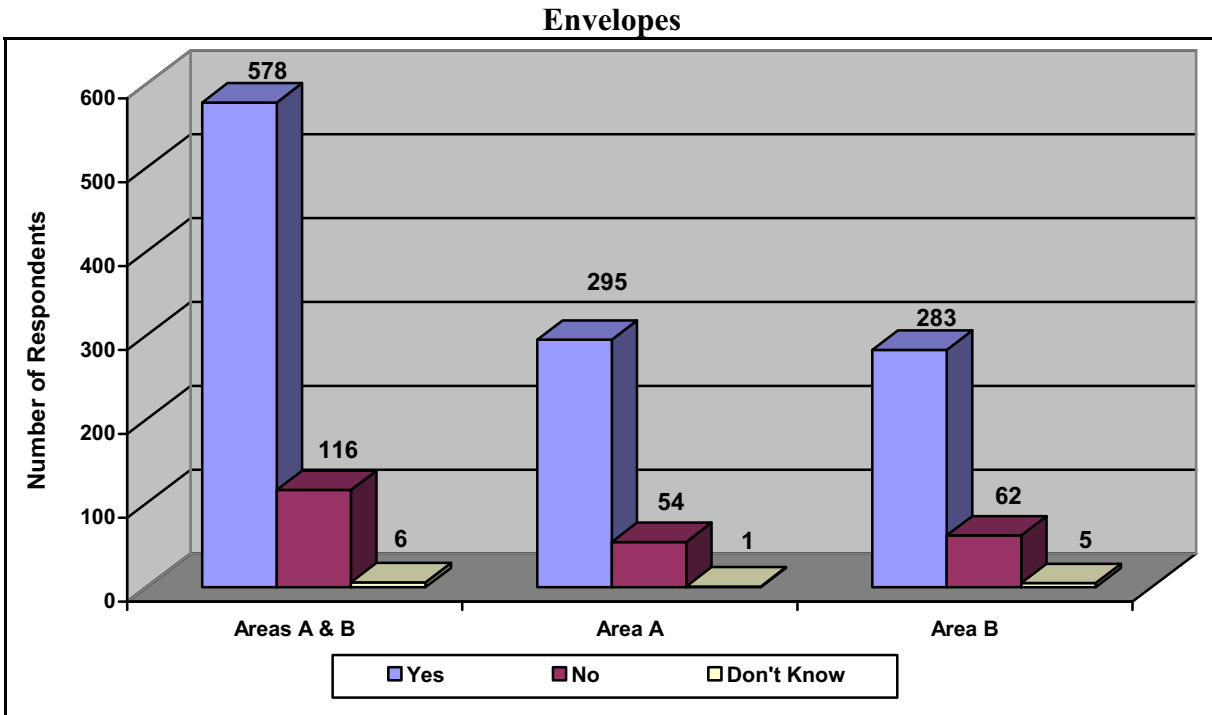
Of the total 700 respondents, 323 respondents (46%) reported they recycled paperback and hardback books at home, and 359 respondents (51%) reported they did not recycle books. Eighteen respondents (3%) were not sure if these were recycled at their residence.

In Area A, of the total 350 respondents, 161 respondents (46%) reported they recycled paperback and hardback books at home, and 180 respondents (51%) reported they did not recycle books. Nine respondents (3%) were not sure if books were recycled at their residence.

In Area B, of the total 350 respondents, 162 respondents (46%) reported they recycled paperback and hardback books at home, and 179 respondents (51%) reported they did not recycle books. Nine respondents (3%) were not sure if books were recycled at their residence.

Data observed within the two Areas were similar; however, in both groups, less than 50 percent of the respondents were recycling books at curbside; however, this total does not account for other reuse activities, such as donations of books to charitable groups, libraries, etc.





Areas A & B: N=700; Area A: N=350; Area B: N=350

#### **Data Summary**

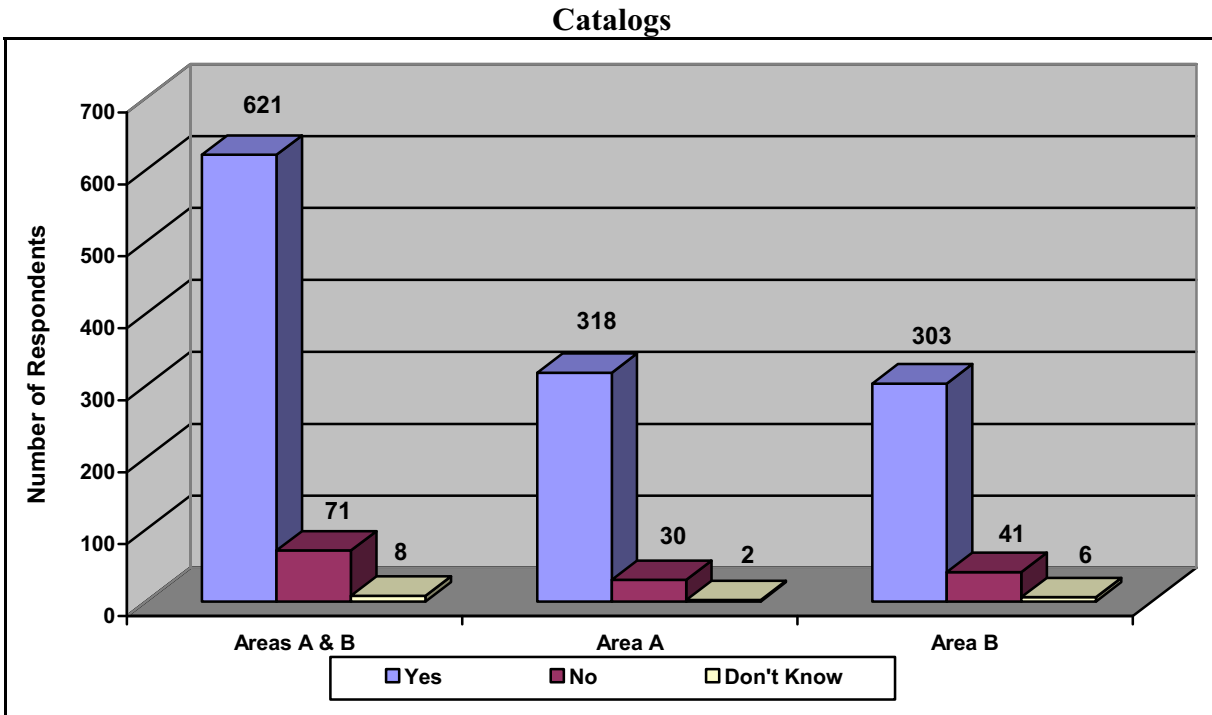
Of the total 700 respondents, 578 respondents (83%) reported they recycled envelopes at home, and 116 respondents (16%) reported they did not recycle envelopes. Six respondents were not sure if this material was recycled at their residence.

In Area A, of the total 350 respondents, 295 respondents (84%) reported they recycled envelopes at home, and 54 respondents (15%) reported they did not recycle envelopes. One respondent (~1%) was not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 283 respondents (81%) reported they recycled envelopes at home, and 62 respondents (18%) reported they did not recycle envelopes. Five respondents were not sure if this material was recycled at their residence.

A slightly higher percentage of respondents from Area A reported they recycled envelopes than those in Area B; however, within both groups, at least 81 percent of the respondents were recycling these materials at curbside. Since this phone survey was targeted to residents, several factors including using e-mail, receiving online statements paying bills on-line and thus limiting mailing activities might account for the data obtained related to the volume of envelopes that were recycled at home in contrast to at an office.





Areas A & B: N=700; Area A: N=350; Area B: N=350

#### **Data Summary**

Of the total 700 respondents, 621 respondents (89%) reported they recycled catalogs at home, and 71 respondents (10%) reported they did not recycle catalogs. Eight respondents were not sure if catalogs were recycled at their residence.

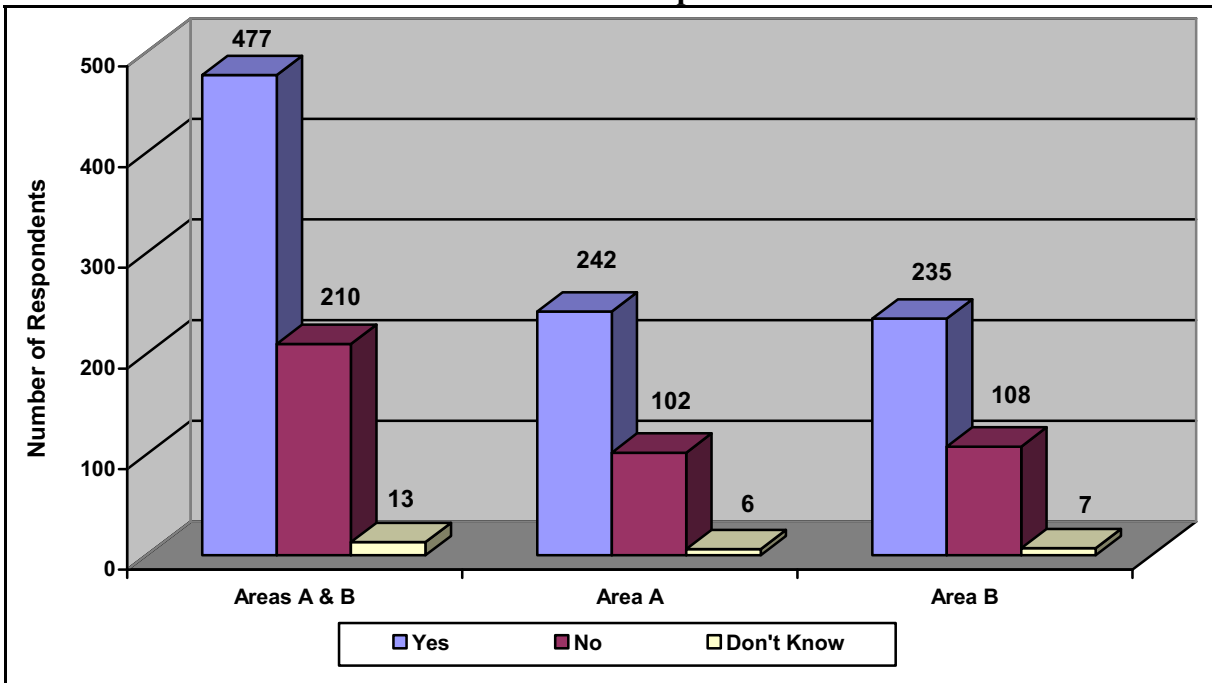
In Area A, of the total 350 respondents, 318 respondents (91%) reported they recycled catalogs at home, and 30 respondents (~9%) reported they did not recycle catalogs. Two respondents were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 303 respondents (87%) reported they recycled catalogs at home, and 41 respondents (12%) reported they did not recycle catalogs. Six respondents were not sure if this material was recycled at their residence.

Although a slightly higher percentage of respondents in Area A reported they recycled catalogs than those in Area B, within both groups, at least 87 percent of the respondents were recycling catalogs at curbside.



## Shredded Paper



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

### **Data Summary**

Of the total 700 respondents, 477 respondents (68%) reported they recycled shredded paper at home, and 210 respondents (30%) reported they did not recycle this material at home. Thirteen respondents (2%) were not sure if this material was recycled at their residence.

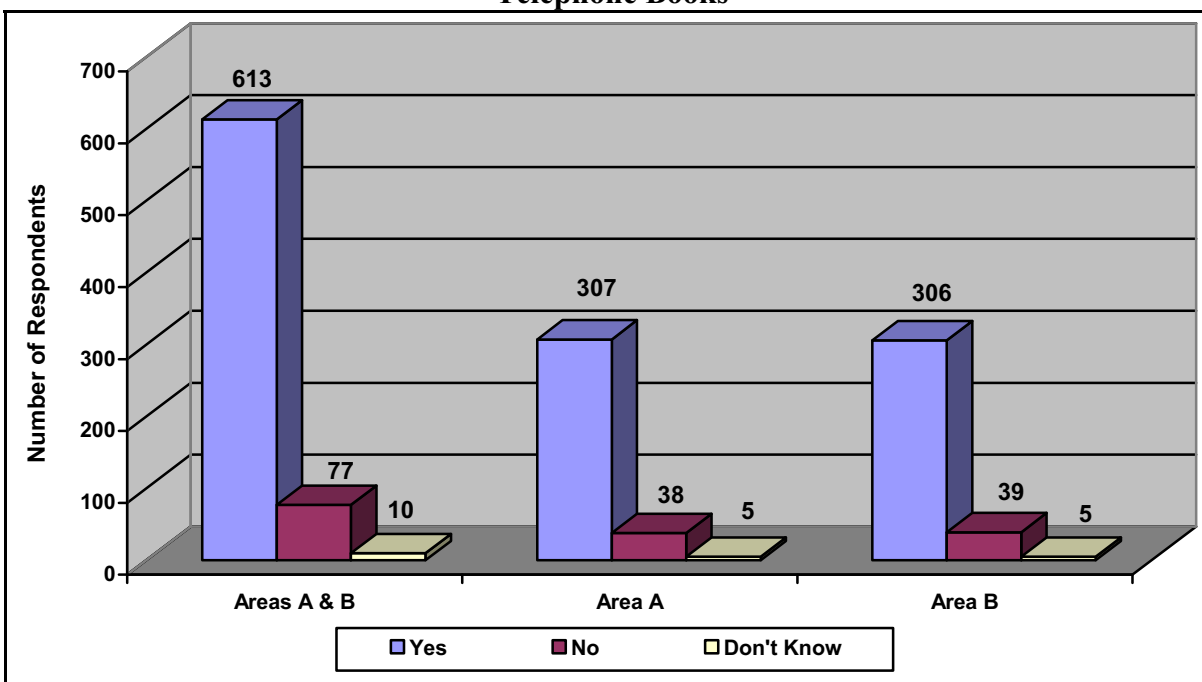
In Area A, of the total 350 respondents, 242 respondents (69%) reported they recycled shredded papers at home, and 102 respondents (29%) reported they did not recycle shredded paper. Six respondents (2%) were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 235 respondents (67%) reported they recycled shredded papers at home, and 108 respondents (31%) reported they did not recycle shredded paper. Seven respondents (2%) were not sure if this material was recycled at their residence.

Although a slightly higher percentage of respondents in Area A reported they recycled shredded paper than those in Area B, within both groups, at least 67 percent of the respondents were recycling shredded paper at curbside. In addition, based on the demographic data collected 80 percent of the respondents who indicated they have lived in the County for 10 or more years were found to recycle shredded paper.



## Telephone Books



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

### **Data Summary**

Of the total 700 respondents, 613 respondents (88%) reported they recycled telephone books at home, and 77 respondents (11%) reported they did not recycle telephone books. Ten respondents (1%) were not sure if this material was recycled at their residence.

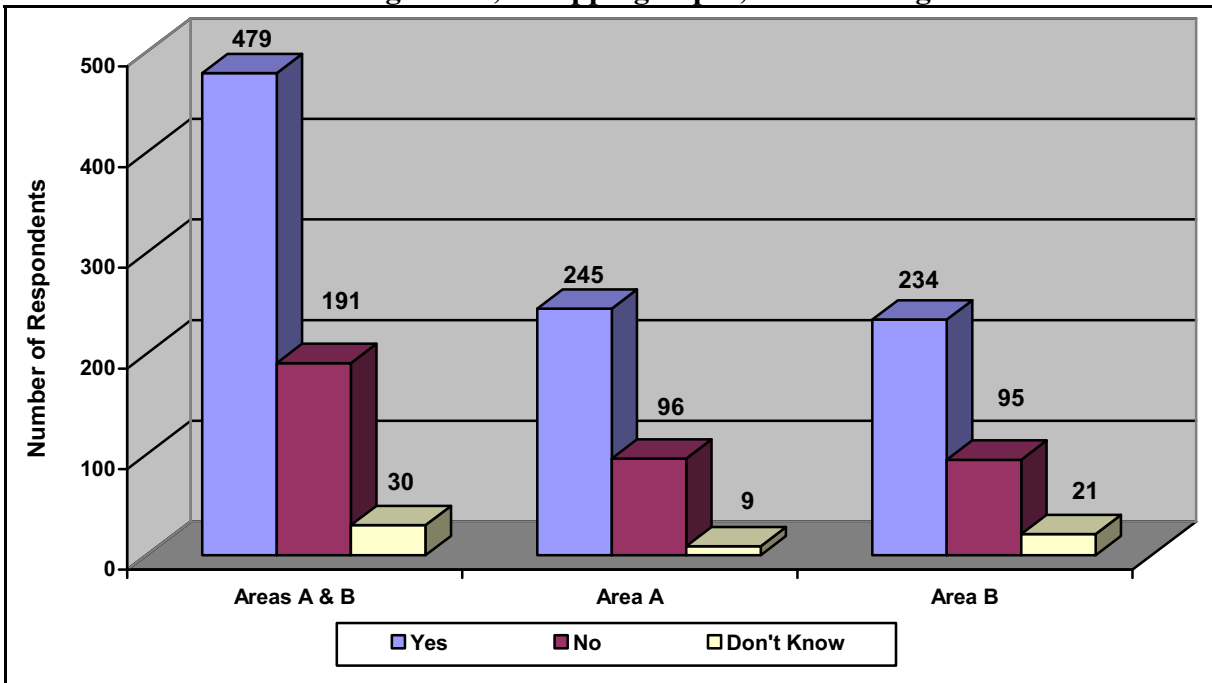
In Area A, of the total 350 respondents, 307 respondents (88%) reported they recycled telephone books at home, and 38 respondents (11%) reported they did not recycle these. Five respondents were not sure if this material was recycled at their residence.

In Area B, of the total 350 respondents, 306 respondents (87%) reported they recycled telephone books at home, and 39 respondents (12%) reported they did not recycle these. Five respondents were not sure if this material was recycled at their residence.

Data was found to be similar in both Areas A and B with at least 87 percent recycling telephone books at curbside.



### Greeting Cards, Wrapping Paper, and Gift Bags



Areas A & B: N=700; Area A: N=350; Area B: N=350

#### Data Summary

Of the total 700 respondents, 479 respondents (68%) reported they recycled greeting cards, wrapping paper, and gift bags at home, and 191 respondents (27%) reported they did not recycle these materials. Thirty respondents (4%) were not sure if these materials were recycled at their residence.

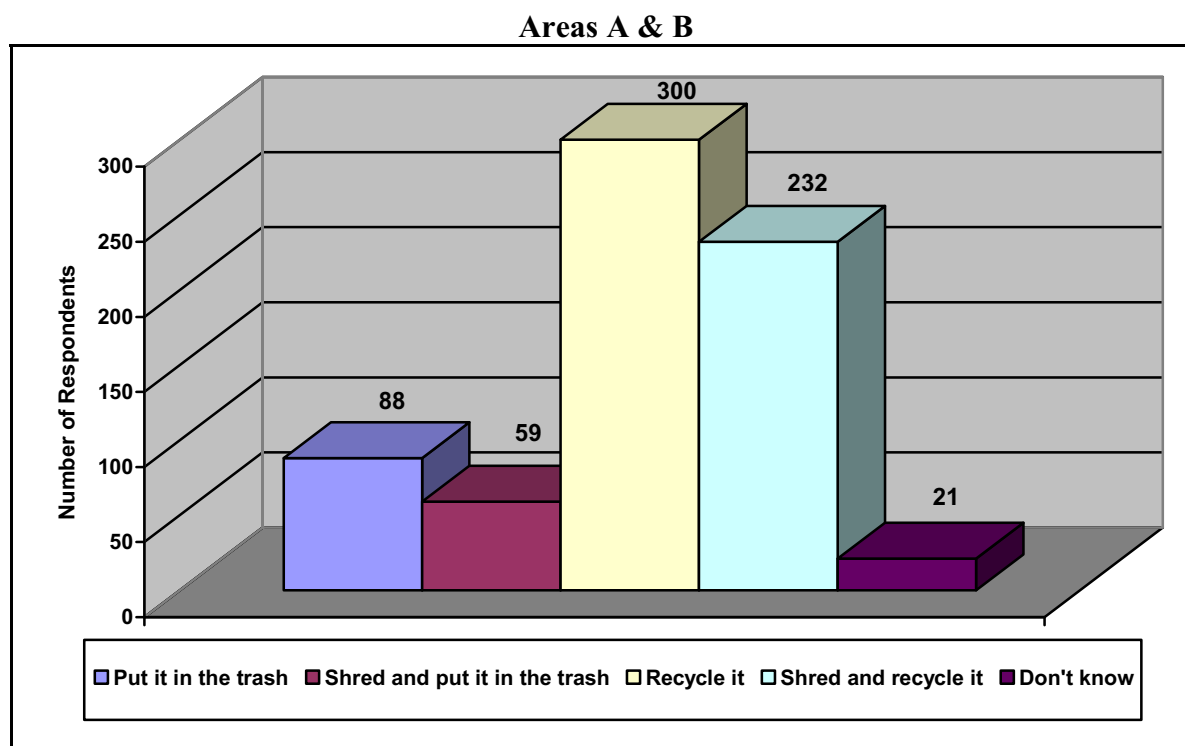
In Area A, of the total 350 respondents, 245 respondents (70%) reported they recycled greeting cards, wrapping paper, and gift bags at home, and 96 respondents (27%) reported they did not recycle greeting cards, wrapping paper, and gift bags. Nine respondents (3%) were not sure if these materials were recycled at their residence.

In Area B, of the total 350 respondents, 234 respondents (67%) reported they recycled greeting cards, wrapping paper, and gift bags at home, and 95 respondents (27%) reported they did not recycle greeting cards, wrapping paper, and gift bags. Twenty-one respondents (6%) were not sure if these materials were recycled at their residence.

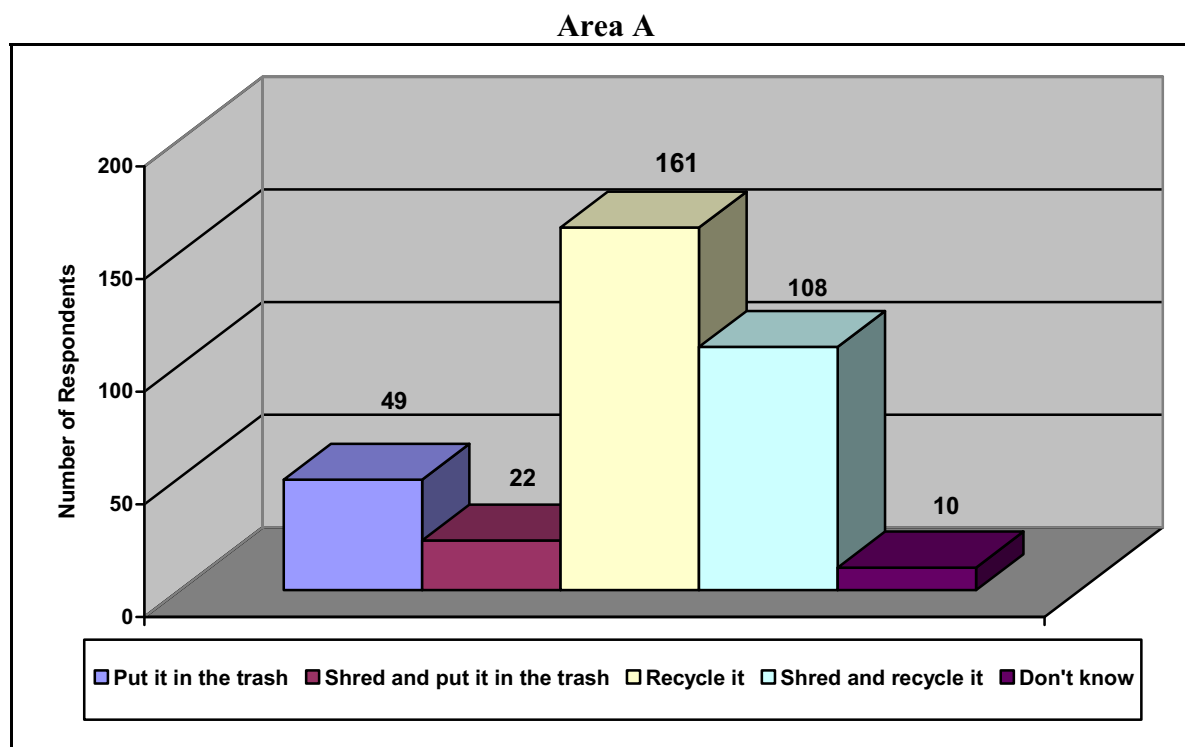
Although a slightly higher percentage of respondents in Area A reported they recycled greeting cards, wrapping paper, and gift bags than those in Area B, within both groups, at least 67 percent of the respondents were recycling these materials at curbside.



**Question 4a. What do you typically do with your unwanted mail/junk mail? Do you:**

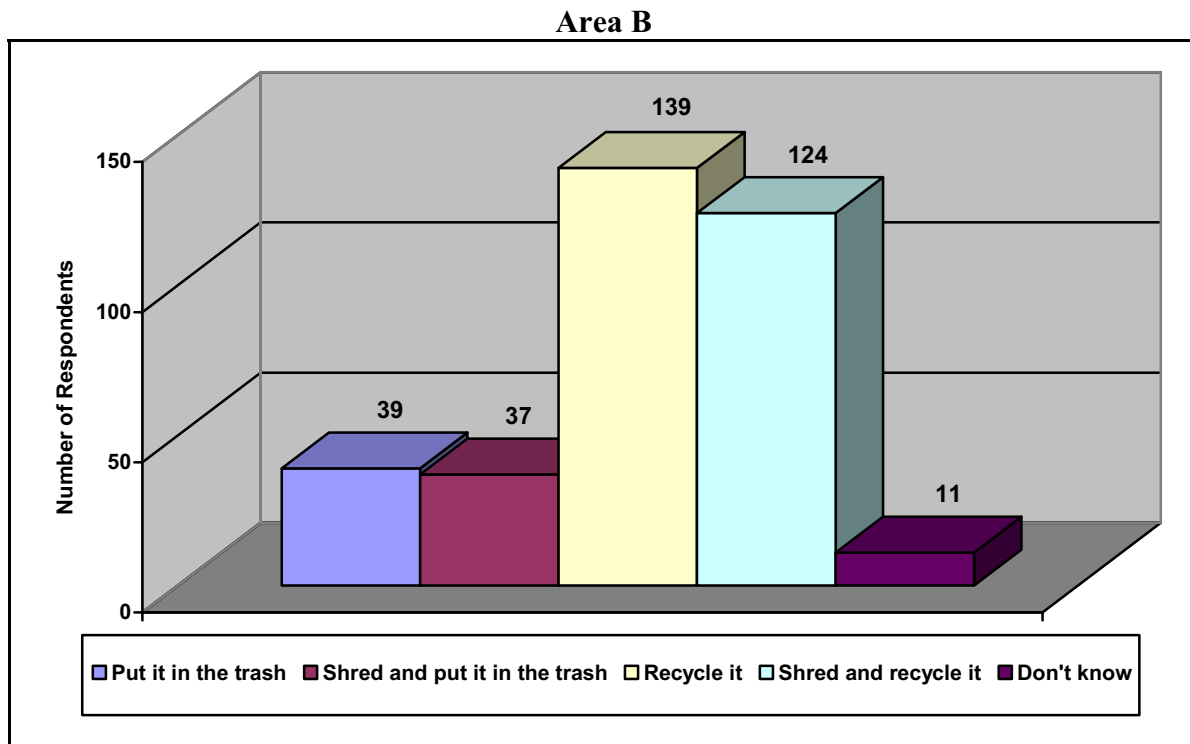


Areas A & B: N=700



Area A: N=350





### **Data Summary**

Of the total 700 respondents, 532 respondents (76%) recycle their unwanted mail and junk mail and, of these, 232 respondents (44%) shred it first. One hundred forty-seven of the total 700 respondents (21%) reported they place unwanted mail and junk mail into their trash bin, and of these, 59 respondents (40%) shred it first. The remaining 21 respondents (3%) were not sure what happens to the unwanted mail and junk mail at their residence.

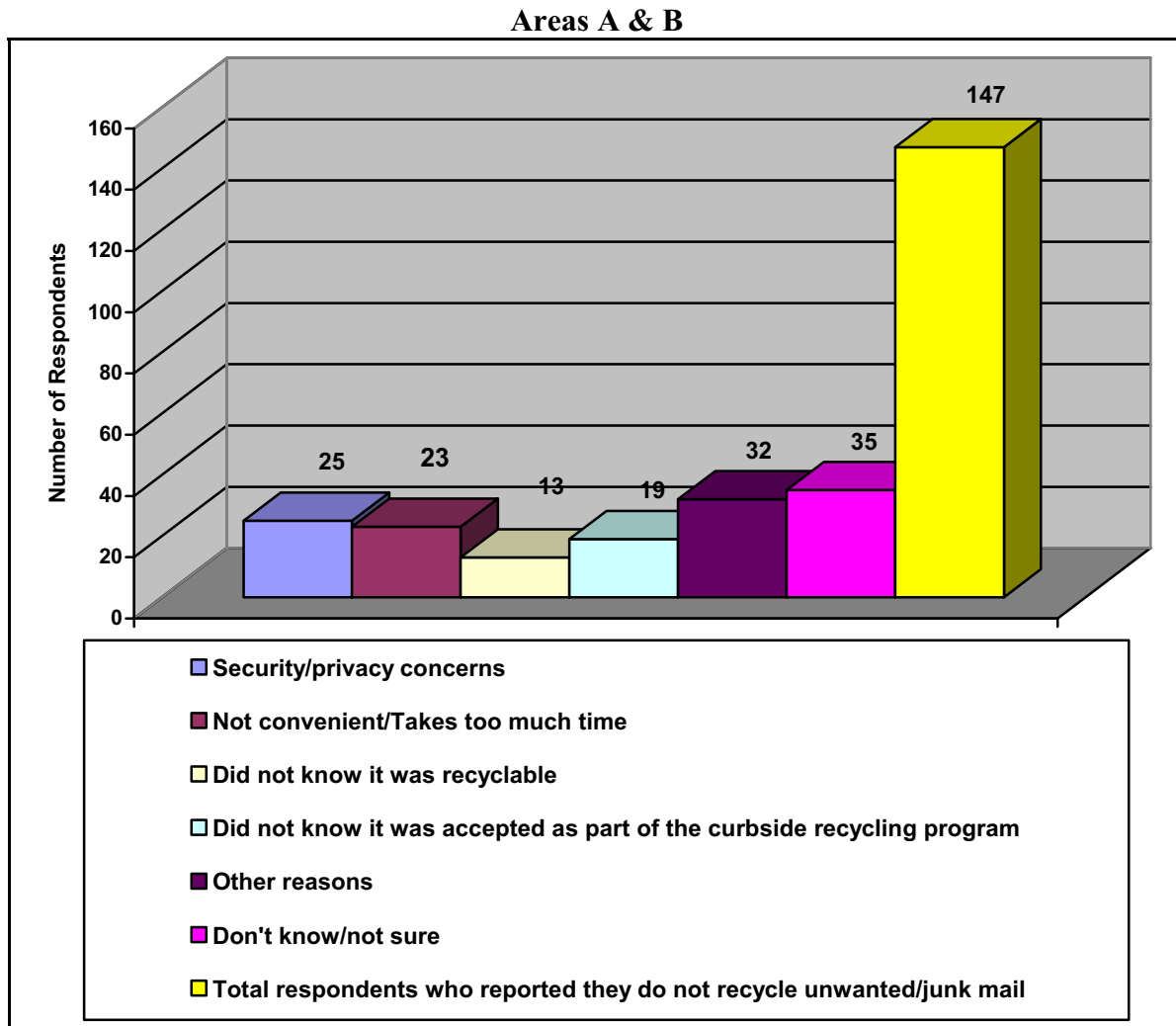
In Area A, of the total 350 respondents, 269 respondents (77%) recycle their unwanted mail and, of these, 108 respondents (40%) shred it first. Seventy-one of the total 350 respondents in Area A (20%) put unwanted mail and junk mail in the trash, with 22 respondents (31%) of these residents shredding it first. The remaining 10 respondents (3%) were not sure what happens to the unwanted mail and junk mail at their residence.

In Area B, of the total 350 respondents, 263 respondents (75%) recycle their unwanted mail and, of these, 124 respondents (47%) shred it first. Seventy-six of the total 350 respondents in Area B (22%) put unwanted mail and junk mail into the trash, with 37 respondents (49%) of these residents shredding it first. The remaining 11 respondents (~3%) were not sure what happens to the unwanted mail and junk mail at their residence.

Although a slightly higher percentage of respondents in Area A reported they recycled junk mail than those in Area B; within both groups, over 75 percent of the respondents recycled these materials at curbside. In comparison to respondents in Area A, a higher percentage of residents in Area B placed junk mail (shredded or not) into their trash.



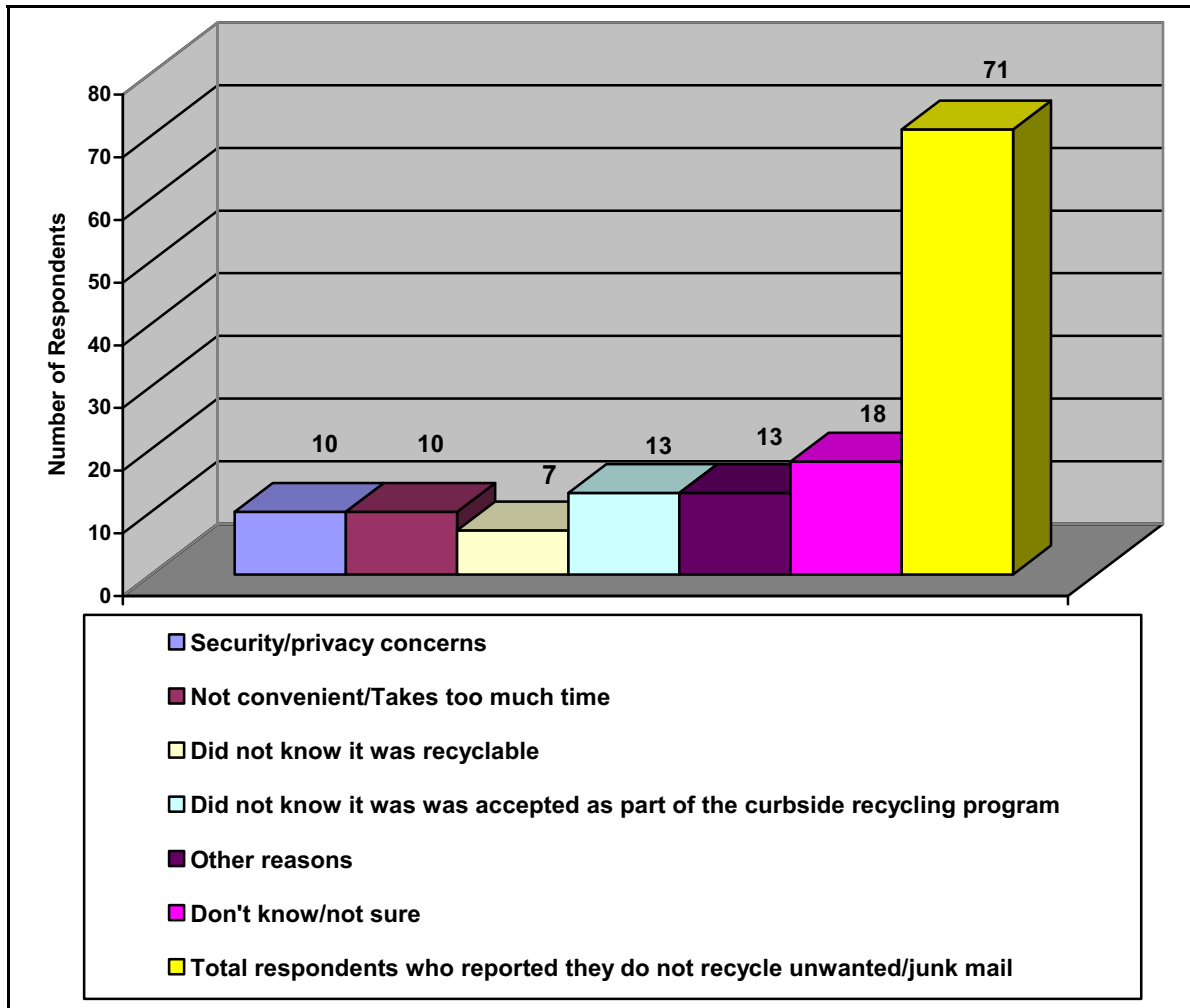
**Question 4b. (ASK ONLY IF ANSWERED CODES 1 OR 2 IN Q.4a)**  
**Why don't you recycle all of your junk mail?**



Areas A & B: N=147

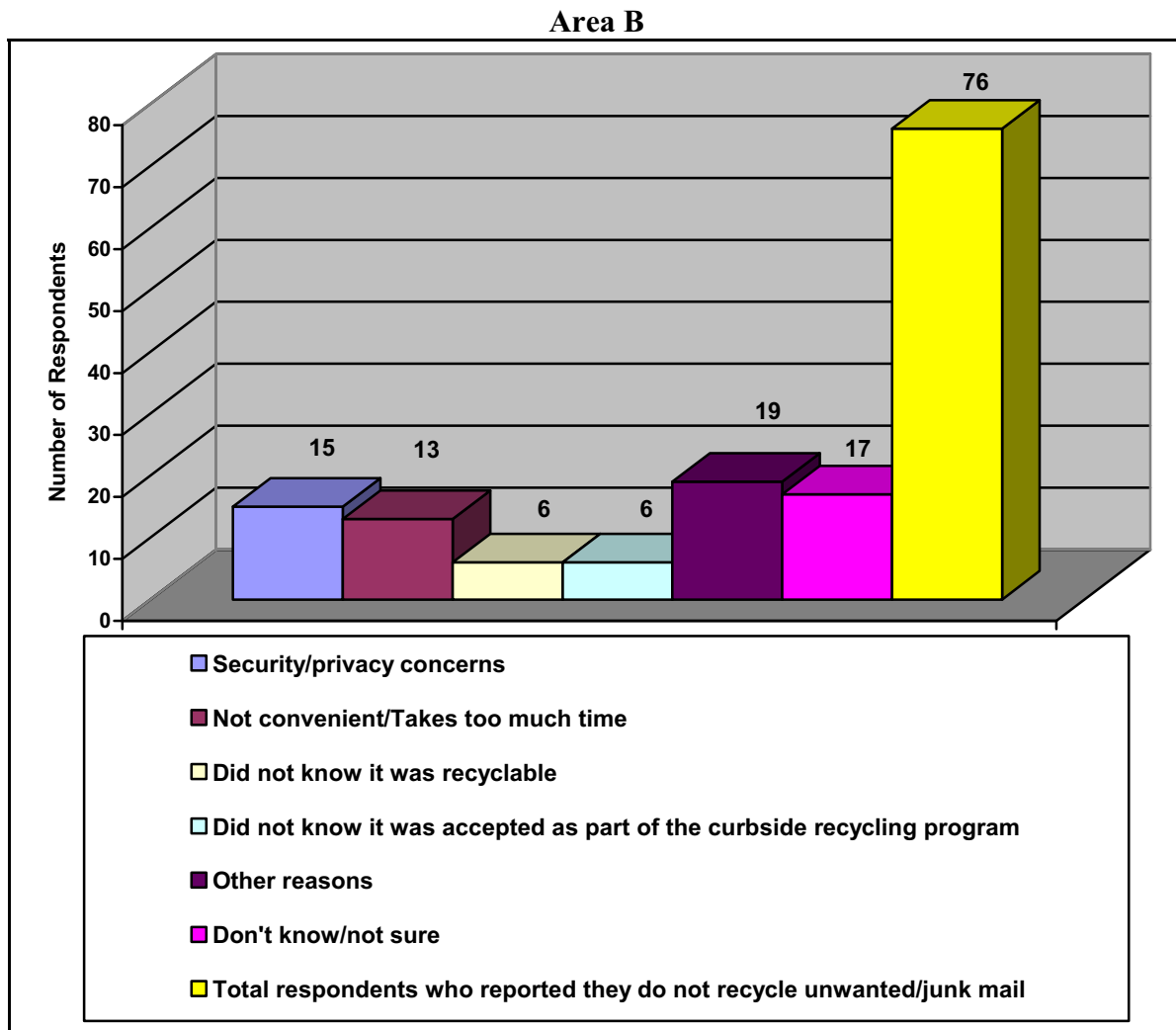


### Area A



Area A: N=71





Note: This question was asked only to respondents who indicated they either put their unwanted/ junk mail in the trash or shred it and put it in the trash.

### **Data Summary**

Of the total 147 respondents who reported they do not recycle unwanted/junk mail, 25 respondents (17%) reported they do not recycle it because of security and privacy concerns; 23 respondents (16%) felt that it took too much time to recycle; 19 respondents (13%) were unaware that it is accepted as part of the curbside recycling program; and 13 respondents (9%) said they did not know it is recyclable. Other reasons provided by the remaining 32 respondents (22%) included it is a both a habit or easier to put it into the trash, they do not recycle or have no interest in recycling. Thirty-five respondents (24%) reported they were not sure why they don't recycle their unwanted/junk mail.

Of the 71 respondents who do not recycle unwanted/junk mail in Area A, 10 respondents (14%) stated they do not recycle it because of security and privacy concerns; 10 respondents (14%) felt that it took too much time to recycle; and 20 respondents (28%) were unaware that it is accepted as part of the curbside recycling program or that it is recyclable. Other reasons provided by the remaining 13 respondents (18%) were that it is a habit and/or easier to put it into the trash, they do not recycle or have no interest in recycling. Eighteen respondents (25%) reported they were not sure why they don't recycle their unwanted/junk mail.

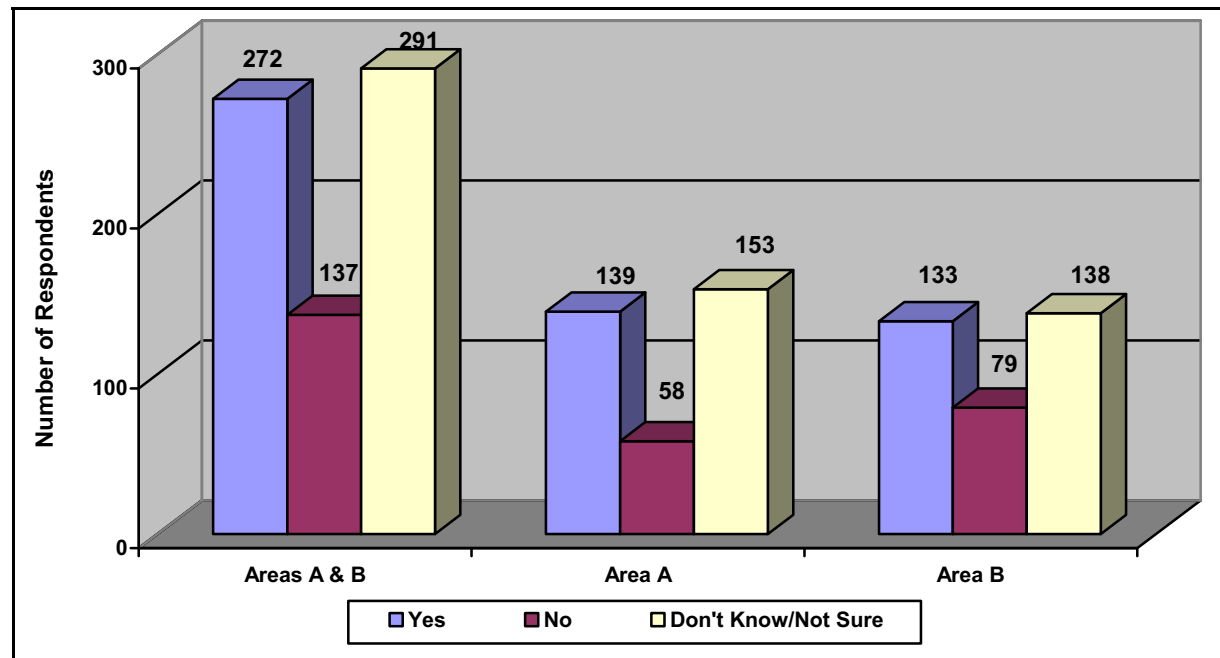


Of the 76 respondents in Area B who do not recycle unwanted/junk mail, 15 respondents (20%) said they do not recycle it because of security and privacy concerns; 13 respondents (17%) feel it takes too much time to recycle; 12 respondents (16%) were unaware that it is accepted as part of the curbside recycling program or that it is recyclable. Other reasons provided by the remaining 19 respondents (25%) included that it is a habit and/or easier to put it into the trash, they do not recycle or have no interest in recycling. Seventeen respondents (22%) reported they were not sure why they don't recycle their unwanted/junk mail.

Data showed that 14 to 20 percent of the total respondents within Areas A and B reported they did not recycle unwanted mail because of security reasons or privacy concerns; however, 16 to 28 percent indicated they were unaware that this material was accepted for recycling. In addition, 22 to 25 percent of respondents in each Area also reported they were not sure why they were not recycling these materials at curbside.



**Question 5. Does Montgomery County provide curbside scrap metal recycling collection for residents?**



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

**Data Summary**

Of the total 700 respondents, 272 respondents (39%) reported they were aware that Montgomery County provides curbside scrap metal recycling collection for residents, while 291 respondents (41%) reported they did not know or were not sure if a curbside scrap metal collection program exists. One hundred thirty-seven respondents (20%) stated that the County does not provide this service for residents.

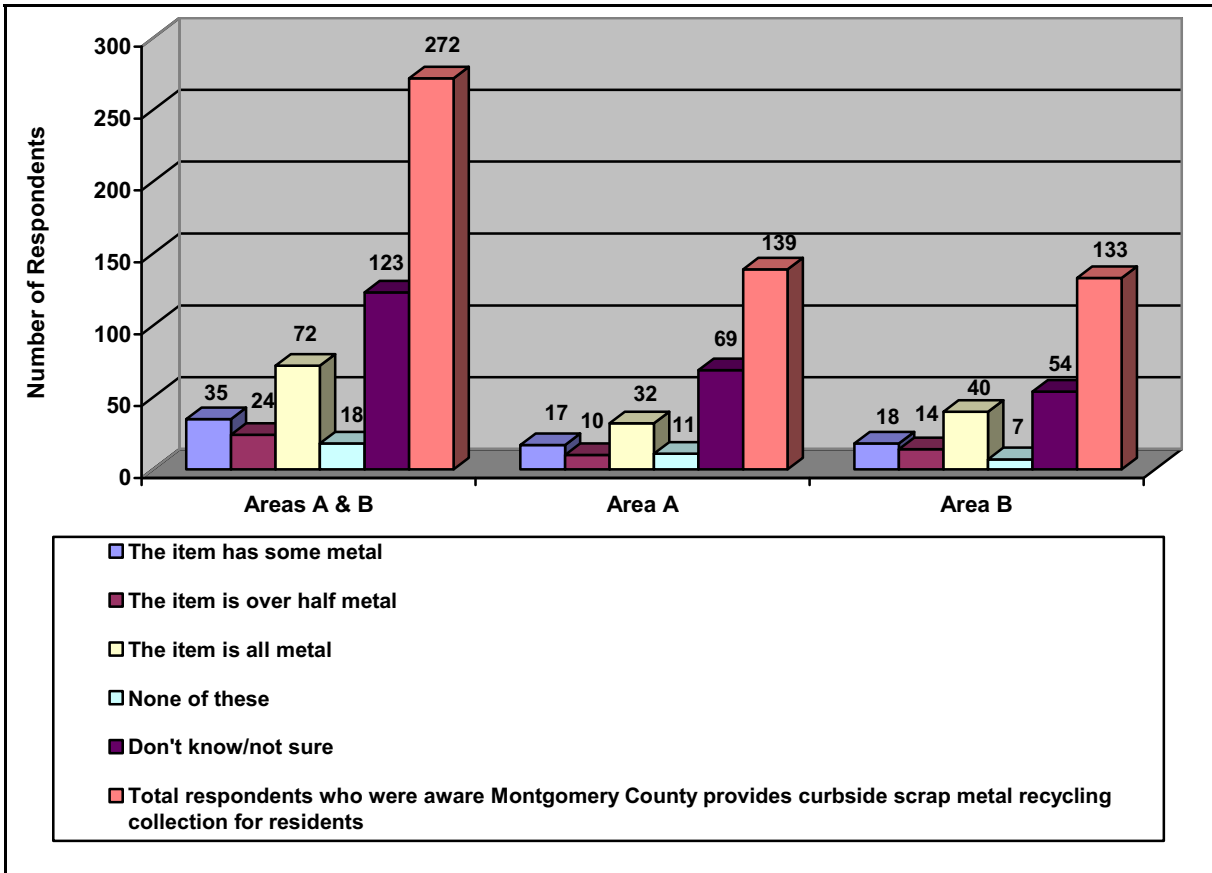
In Area A, of the total 350 respondents, 139 respondents (40%) reported they were aware that Montgomery County provides curbside scrap metal recycling collection for residents, while 153 respondents (44%) reported they did not know or were not sure if a curbside scrap metal collection program exists. Fifty-eight respondents (16%) stated that County does not provide this service for residents.

In Area B, of the total 350 respondents 133 respondents (38%) reported they were aware that Montgomery County provides curbside scrap metal recycling collection for residents, while 138 respondents (39%) reported they didn't know or weren't sure if a curbside scrap metal collection program exists. Seventy-nine respondents (23%) stated that County does not provide this service for residents.

A maximum of 40 percent of the respondents in both Areas reported they were aware that Montgomery County provides curbside scrap metal recycling collection for single-family residents, with demographic data showing respondents who were 65-years-old or older being almost twice as aware of this service as their younger counterparts. However, within both Area A and B, a similar percentage of the total respondents reported they were unsure if a curbside scrap metal program exists. Additionally, up to 23 percent of the respondents in each Area were certain that the County did not provide this service for residents.



**Question 6. Which of the following best describes the scrap metal items the County will pick up?**



Areas A & B: N=272; Area A: N=139; Area B: N=133

**Data Summary**

Of the total 272 respondents in Areas A and B who were aware that Montgomery County provides curbside scrap metal recycling collection for residents, 123 respondents (45%) reported they did not know what scrap metal items the County will pick up. Seventy-two respondents (26%) knew that the County will pick up items that are all metal and 24 respondents (9%) correctly reported that the County will pick up an item that is over half metal. While 35 respondents (13%) reported that the County will pick up an item that has some metal, 18 respondents (7%) reported that none of the provided responses was correct.

In Area A, of the total 139 respondents who were aware that Montgomery County provides curbside scrap metal recycling collection for residents, 69 respondents (50%) reported they did not know what scrap metal items the County will pick up. Thirty-two respondents (23%) knew that the County will pick up items that are all metal, and 10 respondents (7%) reported that the County will pick up an item that is over half metal. While 17 respondents (12%) reported that the County will pick up an item that has some metal, 11 respondents (8%) reported that none of the provided responses was correct.

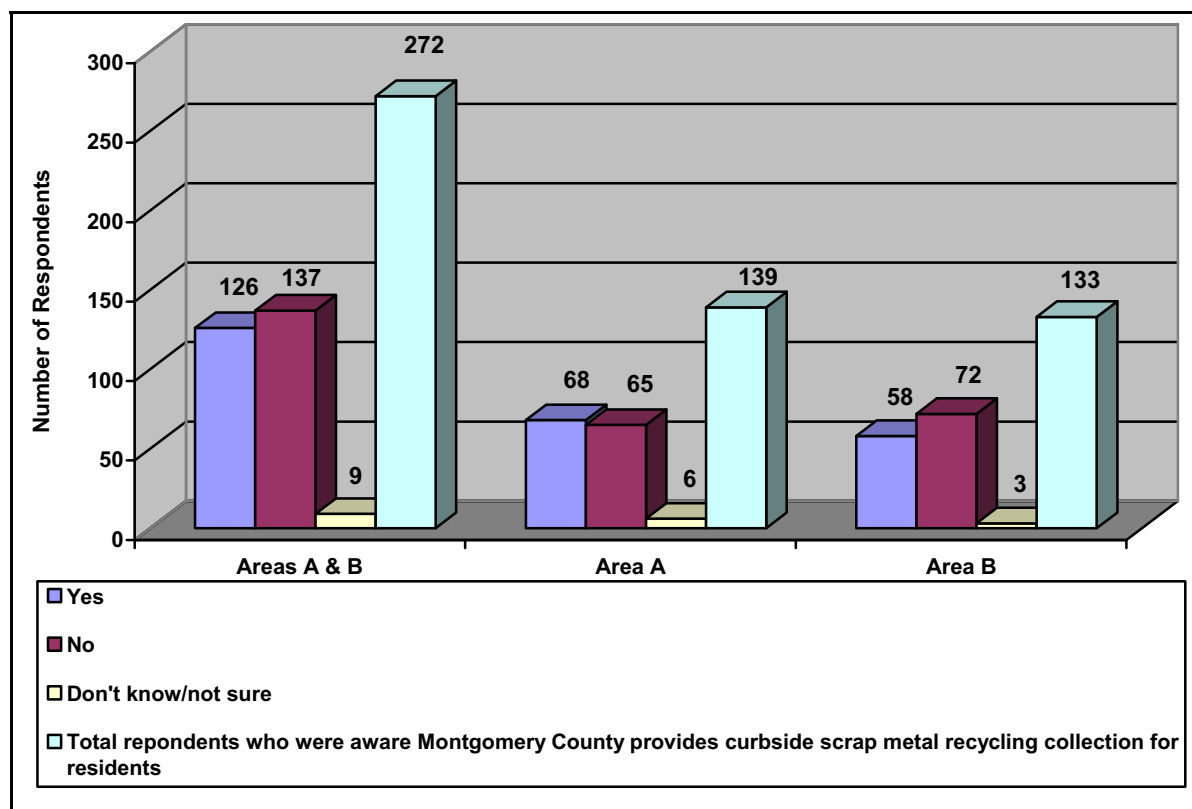
In Area B, of the total 133 respondents who reported that Montgomery County provides curbside scrap metal recycling collection for residents, 54 respondents (41%) reported they did not know what scrap metal items the County will pick up. Forty respondents (30%) knew that the County will pick up items that are all metal, and 14 respondents (11%) reported that the County will pick up an item that is over half



metal. While 18 respondents (13%) reported that the County will pick up an item that has some metal, 7 respondents (5%) reported that none of the provided responses was correct. More respondents in Area A reported they did not know what scrap metal items the County would pick up; however, at least 41 percent of the respondents in each Area were unaware of any specific collection requirements. Thirty percent of the respondents in Area A and 44 percent of respondents in Area B knew that items that are over half or all metal would be accepted at curbside recycling. Overall, based on demographic data collected, respondents who were ages 45 to 64 were found to be almost twice as aware that scrap metal items with over half metal are accepted for collection as the respondents in other age groups.



**Question 7. Have you ever used the County's curbside scrap metal recycling collection service?**



Areas A & B: N=272; Area A: N=139; Area B: N=133

**Data Summary**

Of the total 272 respondents in Areas A and B who were aware that Montgomery County provides curbside scrap metal recycling collection for residents, 126 respondents (46%) reported they have used the County's curbside scrap metal collection service. One hundred thirty-seven respondents (50%) said they have not used the County's curbside scrap metal collection services, and 9 respondents (4%) did not know or were unsure if they have used this service.

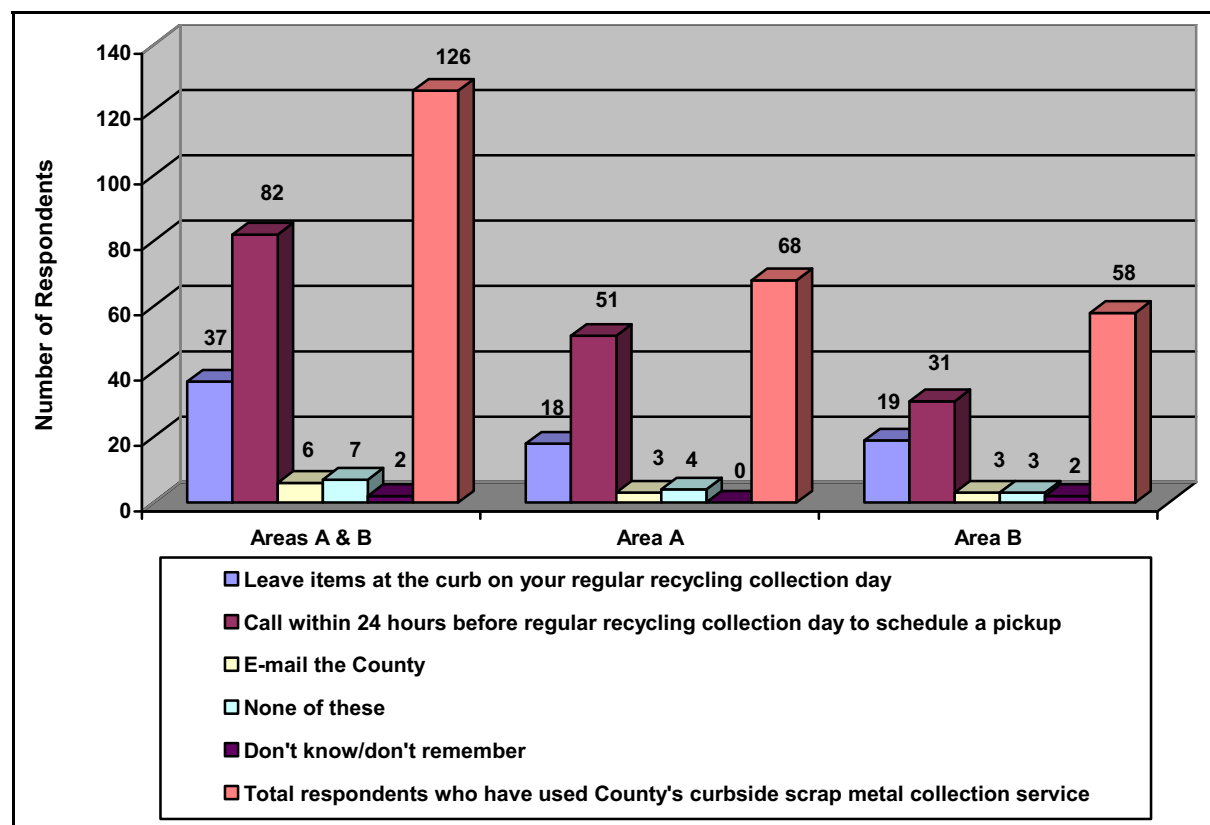
In Area A, of the total 139 respondents who were aware that Montgomery County provides curbside scrap metal recycling collection for residents, 68 respondents (49%) reported they have used the County's curbside scrap metal collection services, 65 respondents (47%) said they have not used the County's curbside scrap metal collection services, and 6 respondents (4%) did not know or were unsure if they had ever used this service.

In Area B, of the total 133 respondents who were aware that Montgomery County provides curbside scrap metal recycling collection for residents, 58 respondents (44%) reported they have used the County's curbside scrap metal collection services, 72 respondents (54%) said they have not used the County's curbside scrap metal collection services, and 3 respondents (2%) did not know or were unsure if they had ever used this service.

A slightly higher number of respondents within Area A reported they used the curbside scrap metal collection services than those in Area B; however, within both groups, at least 44 percent of the respondents reported they had previously recycled scrap metal at curbside.



**Question 8a. How did you arrange for the scrap metal recycling collection? Did you:**



Areas A & B: N=126; Area A: N=68; Area B: N=58

*Note: This question was asked only to respondents who indicated they have used the County scrap metal collection service. Also, respondents may have provided more than one response.*

### **Data Summary**

Of the total 126 respondents in Areas A and B who have used the County's curbside scrap metal recycling collection service, 82 respondents (65%) knew to call within 24 hours before their regular recycling collection day to schedule a pick up. Of the remaining 44 respondents, 29 percent left items at the curb on their regular recycling collection day. The rest (10%) either e-mailed the County to schedule a pick up or said they did not arrange for their collection in any of these ways. Two respondents did not recall how they arranged for scrap metal collection.

In Area A, of the total 68 respondents who have used the County's curbside scrap metal recycling collection services, 51 respondents (75%) knew to call within 24 hours before their regular recycling collection day to schedule a pick up. The remaining 17 respondents stated they either left items at the curb on their regular recycling collection day (26%), e-mailed the County to schedule a pick up (4%), or reported they did not arrange for their collection in any of these ways (5%).

In Area B, of the total 58 respondents who have used the County's curbside scrap metal recycling collection services, 31 respondents (53%) knew to call within 24 hours before their regular recycling collection day to schedule a pick up. The remaining 27 respondents either left items at the curb on their regular recycling collection day (33%), e-mailed the County to schedule a pick up (5%), or they did not

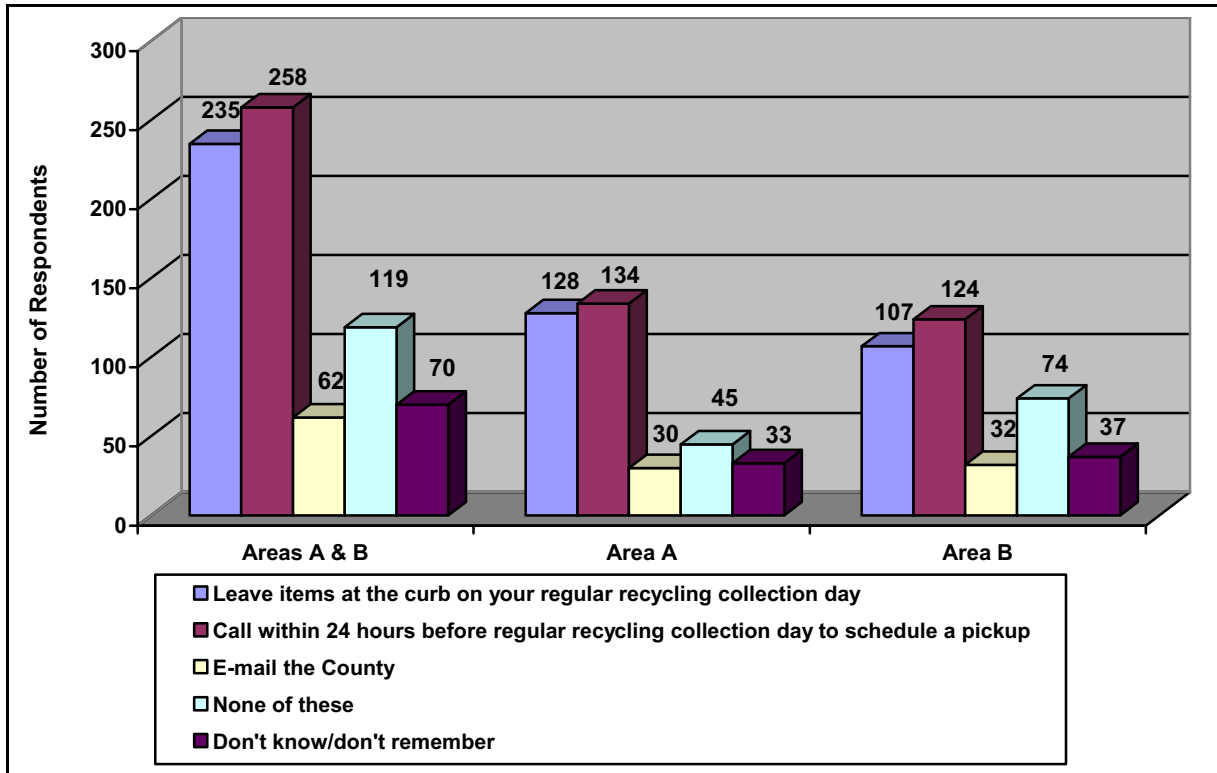


arrange for their collection in any of these ways (5%). Two respondents did not recall how they arranged for scrap metal collection.

Almost 25 percent more of the respondents in Area A knew the correct method to arrange for scrap metal collection (by calling 24 hours in advance) compared to those in Area B. However, in each Area, at least 27 percent of the respondents reported they just left the scrap metal items at the curb on their collection day without calling the County beforehand.



**Question 8b. If desired in the future, how would you arrange for the scrap metal recycling collection? Would you:**



Areas A & B: N=700; Area A: N=350; Area B: N=350

*Note: Respondents may have provided multiple responses.*

**Data Summary**

Of the total 700 respondents, 258 respondents (37%) reported they would call the County within 24 hours before their regular recycling collection day to schedule a pick up. Of the remaining 442 respondents (some of whom provided multiple responses to this question), 235 respondents (34%) reported they would leave items at the curb on their regular recycling collection day; 62 respondents (9%) reported they would e-mail the County to schedule a pick up; and 119 respondents (17%) reported they would not arrange for their collection in any of these ways. Seventy respondents (10%) reported they did not know how they would arrange for their collection.

Of the total 350 respondents in Area A, 134 respondents (38%) reported they would call within 24 hours before their regular recycling collection day to schedule a pick up. Of the remaining respondents (some of whom provided multiple responses to this question), 128 respondents (37%) reported they would leave items at the curb on their regular recycling collection day; 30 respondents (9%) reported they would e-mail the County to schedule a pick up; and 45 respondents (13%) reported they would not arrange for their collection in any of these ways. Thirty-three respondents (9%) reported they did not know how they would arrange for their collection.

Of the total 350 respondents in Area B, 124 respondents (35%) reported they would call within 24 hours before their regular recycling collection day to schedule a pick up. Of the remaining respondents (some of whom provided multiple responses to this question), 107 respondents (31%) reported they would leave

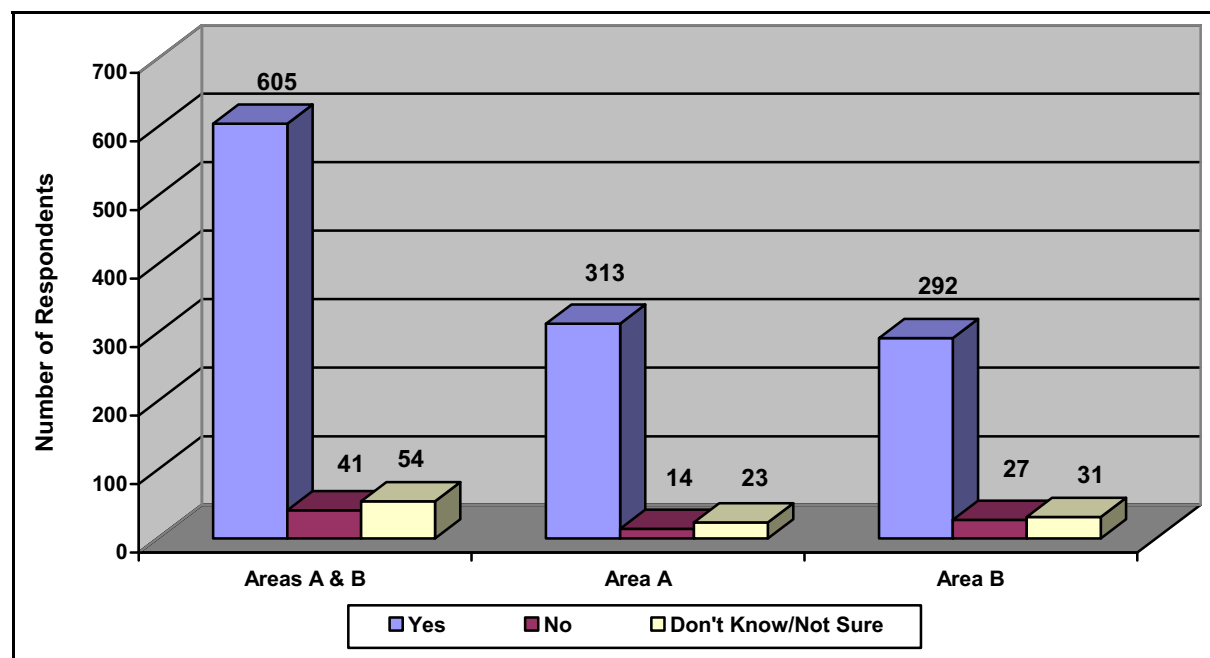


items at the curb on their regular recycling collection day; 32 respondents (9%) reported they would e-mail the County to schedule a pick up; and 74 respondents (21%) reported they would not arrange for their collection in any of these ways. Thirty-seven respondents (11%) did not know how they would arrange for their collection.

Data showed that responses provided by 9 to 11 percent of the total 700 respondents in both Areas indicated they were not sure how to arrange for a collection. In addition, a slightly higher percentage of respondents within Area A reported they would call in advance to arrange for scrap metal collection services than respondents in Area B; however, within both groups, at least 31 percent of the respondents reported they would just leave scrap metal at curbside on their regular recycling day.



**Question 9a. Does Montgomery County provide curbside recycling collection of yard trim, including grass clippings, leaves, and brush for residents?**



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

**Data Summary**

Of the total 700 respondents, 605 respondents (86%) were aware that Montgomery County provides curbside recycling collection of yard trim. Forty-one respondents (6%) reported that the County did not provide this service, and 54 respondents (8%) did not know or were unsure if this service was provided.

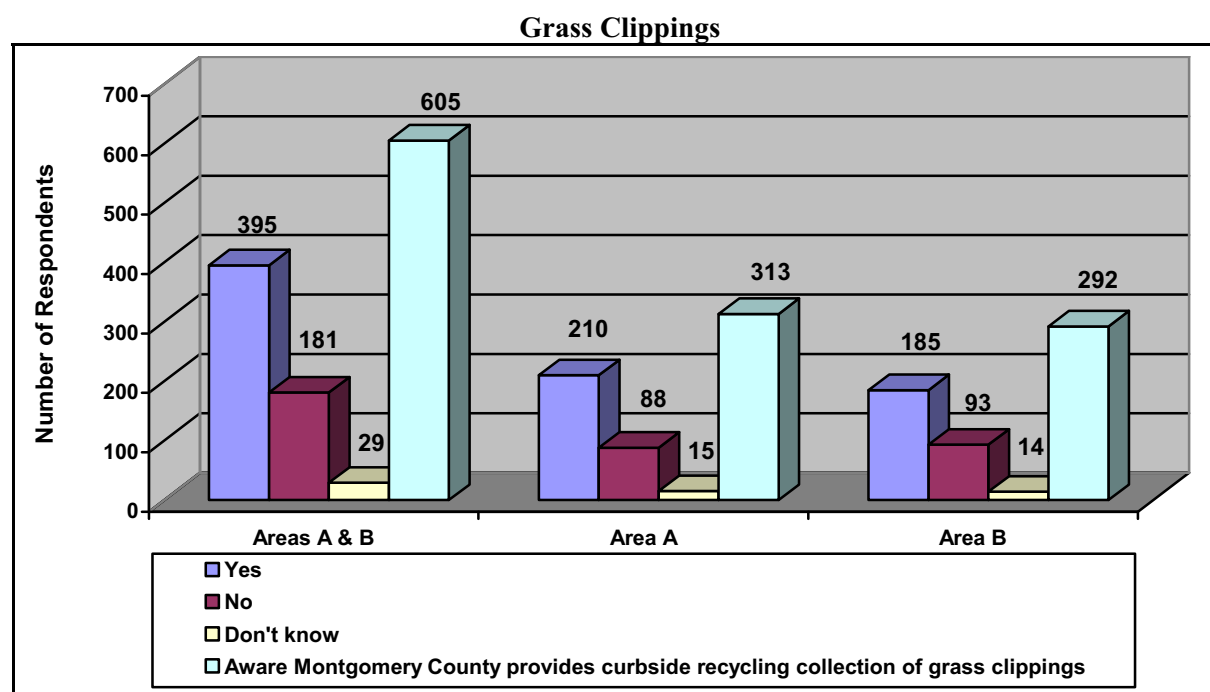
In Area A, of the total 350 respondents, 313 respondents (89%) reported that Montgomery County provides curbside recycling collection of yard trim, 14 respondents (4%) reported that the County did not provide such services, and 23 respondents (7%) did not know or were unsure if this service was provided.

In Area B, of the total 350 respondents, 292 respondents (83%) reported that Montgomery County provides curbside recycling collection of yard trim, 27 respondents (8%) reported that the County did not provide such services, and 31 respondents (9%) did not know or were unsure if this service was provided.

Data showed that more respondents within Area A were aware that Montgomery County provides curbside recycling collection of yard trim than the respondents in Area B; however, within both groups at least 83 percent of the respondents stated they were aware of this County service. In addition, based on demographic data, 80 percent of these respondents reported they have lived in Montgomery County for 10 years or more.



**Question 9b. I'm going to read you a list of materials. For each one, please tell me if you and members of your family currently recycle this material at your home. If you're not sure, just say don't know.**



Areas A & B: N=605; Area A: N=313; Area B: N=292

Note: This question was asked only to respondents who indicated they were aware that Montgomery County provides curbside recycling collection of yard trim, and does not account for grasscycling or composting activities.

### **Data Summary**

Of the total 605 respondents in Areas A and B who were aware that Montgomery County provides curbside recycling collection of yard trim, 395 respondents (65%) reported they recycle grass clippings at home. One hundred eighty-one respondents (30%) said they did not recycle grass clippings, and 29 respondents (5%) did not know or were unsure if this material was recycled.

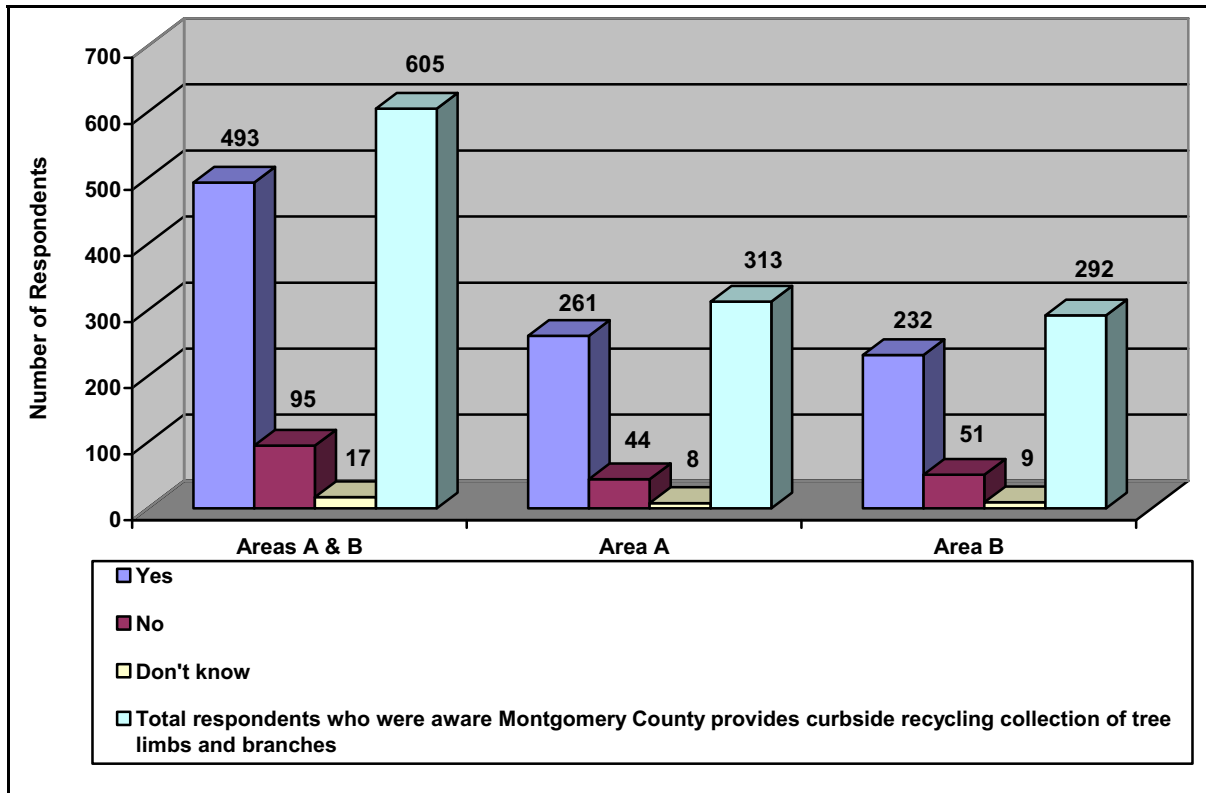
In Area A, of the total 313 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 210 respondents (67%) reported they recycle grass clippings at home, 88 respondents (28%) said they did not recycle grass clippings, and 15 respondents (5%) did not know or were unsure if this material was recycled at their residence.

In Area B, of the total 292 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 185 respondents (63%) reported they recycle grass clippings at home, 93 respondents (32%) said they did not recycle grass clippings, and 14 respondents (5%) did not know or were unsure if this material was recycled at their residence.

Data showed that a higher percentage of respondents within Area A reported they recycled grass clippings than the respondents in Area B; however, within both groups, at least 63 percent of the respondents stated they were recycling this material. Demographic data showed that the largest number of these respondents who recycled grass clippings was found to be 45 to 65 years old.



## Tree Limbs and Branches



Areas A & B: N=605; Area A: N=313; Area B: N=292

Note: This question was asked only to respondents who indicated they were aware that Montgomery County provides curbside recycling collection of yard trim and does not account for grasscycling or composting activities.

### **Data Summary**

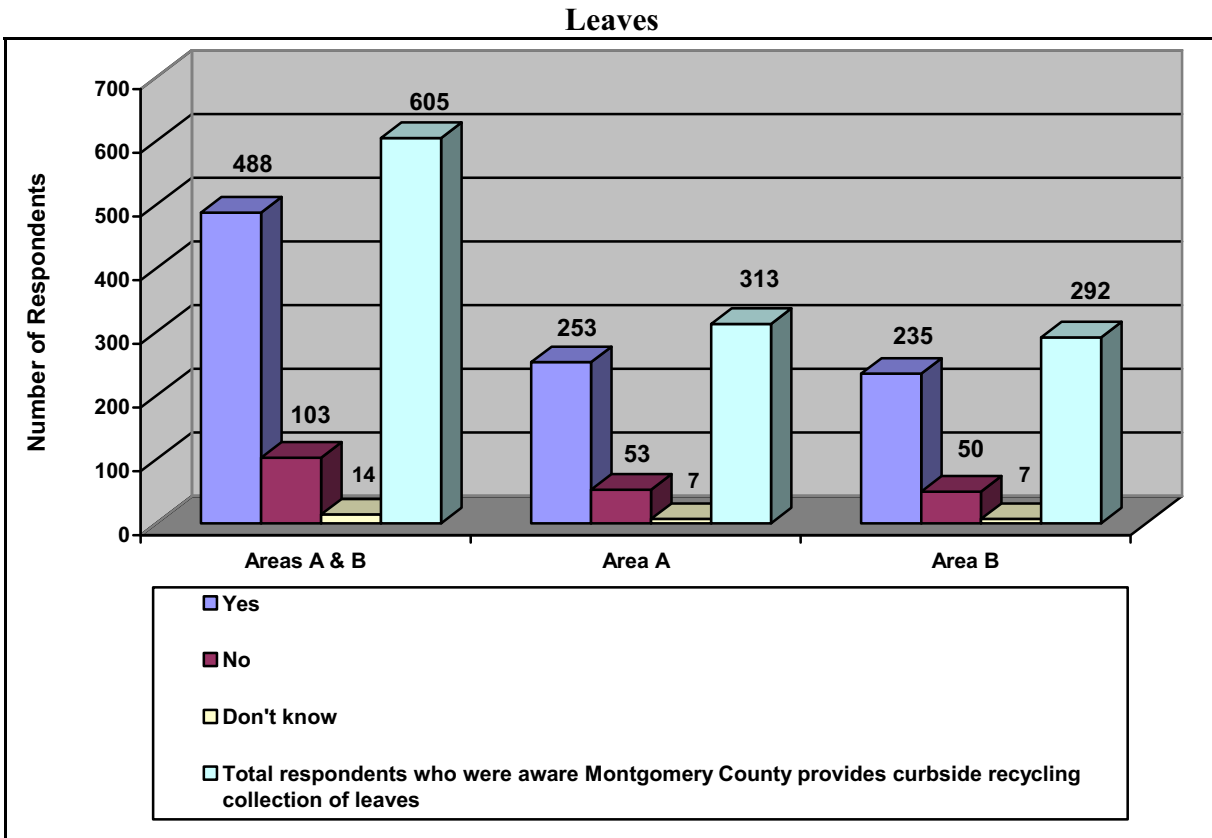
Of the total 605 respondents in Areas A and B who were aware that Montgomery County provides curbside recycling collection of yard trim, 493 respondents (81%) reported they recycled tree limbs and branches, 95 respondents (16%) said they did not recycle these materials and 17 respondents (3%) did not know or were unsure if this material was recycled at their residence.

In Area A, of the total 313 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 261 respondents (83%) reported they recycled tree limbs and branches. Only 44 respondents (14%) said they did not think that the County provided this service, and 8 respondents (3%) did not know or were unsure if this material was recycled at their residence.

In Area B, of the total 292 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 232 respondents (79%) reported they recycled tree limbs and branches. Only 51 respondents (18%) said they did not recycle these materials, and 9 respondents (3%) did not know or were unsure if this material was recycled at their residence.

Data showed that a slightly higher percentage of the respondents within Area A reported they recycled tree limbs and branches than the respondents in Area B; however, within both groups, at least 80 percent of the respondents reported they recycled these materials. Based on demographic data, the majority (80%) of these were identified as respondents with at least a college education.





Areas A & B: N=605; Area A: N=313; Area B: N=292

Note: This question was asked only to respondents who indicated they were aware that Montgomery County provides curbside recycling collection of yard trim and does not account for grasscycling or composting activities.

### **Data Summary**

Of the total 605 respondents in Areas A and B who were aware that Montgomery County provides curbside recycling collection of yard trim, 488 respondents (81%) reported they recycled leaves. One hundred-three respondents (17%) said they did not recycle these materials, and 14 respondents (2%) did not know or were unsure if this material was recycled at their residence.

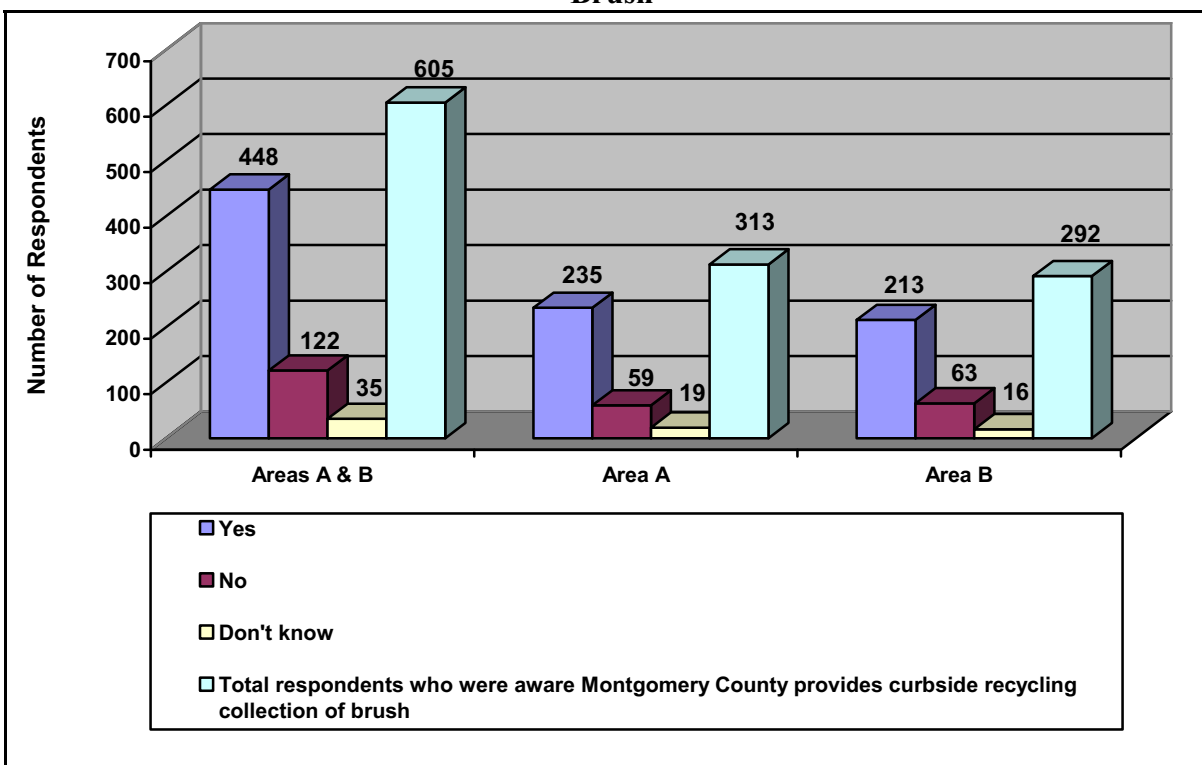
In Area A, of the total 313 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 253 respondents (81%) reported they recycled leaves, 53 respondents (17%) said they did not recycle leaves, and 7 respondents (2%) did not know or were unsure if this material was recycled at their residence.

In Area B, of the total 292 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 235 respondents (81%) reported they recycled leaves, 50 respondents (17%) said they did not recycle leaves, and 7 respondents (2%) did not know or were unsure if this material was recycled at their residence.

Data from both groups was found to be similar with 81 percent of the respondents within each Area A and B reporting they recycled leaves at curbside.



## Brush



*Areas A & B: N=605; Area A: N=313; Area B: N=292*

Note: This question was asked only to respondents who indicated they were aware that Montgomery County provides curbside recycling collection of yard trim and does not account for grasscycling or composting activities.

### **Data Summary**

Of the total 605 respondents in Areas A and B who were aware that Montgomery County provides curbside recycling collection of yard trim, 448 respondents (74%) reported they recycled brush, 122 respondents (20%) said they did not recycle brush, and 35 respondents (6%) did not know or were unsure if this material was recycled at their residence.

In Area A, of the total 313 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 235 respondents (75%) reported they recycled brush, 59 respondents (19%) said they did not recycle brush, and 19 respondents (6%) did not know or were unsure if this material was recycled at their residence.

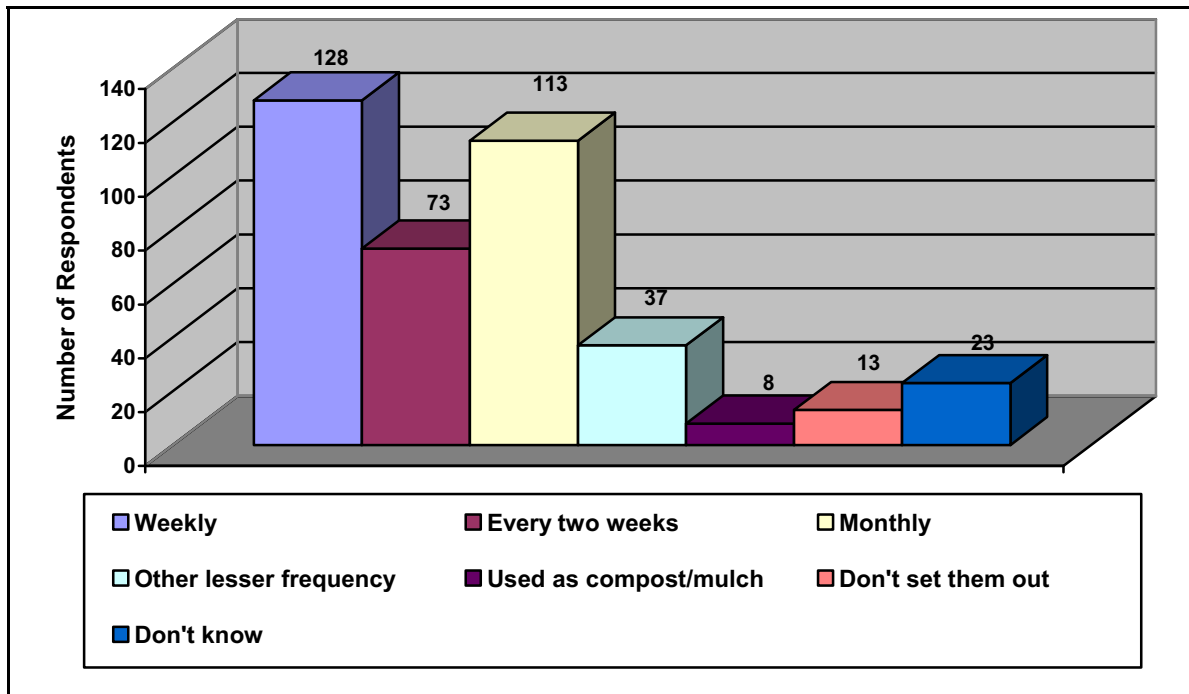
In Area B, of the total 292 respondents who were aware that Montgomery County provides curbside recycling collection of yard trim, 213 respondents (73%) reported that Montgomery County provides curbside recycling collection of brush, 63 respondents (22%) said they did not think that the County provided this service, and 16 respondents (5%) did not know or were unsure if this material was recycled at their residence.

More respondents within Area A recycled brush than those in Area B; however, within both groups, at least 73 percent of the respondents reported recycling this material. Based on demographic data, the majority of these respondents (80%) were found to have at least a college education.



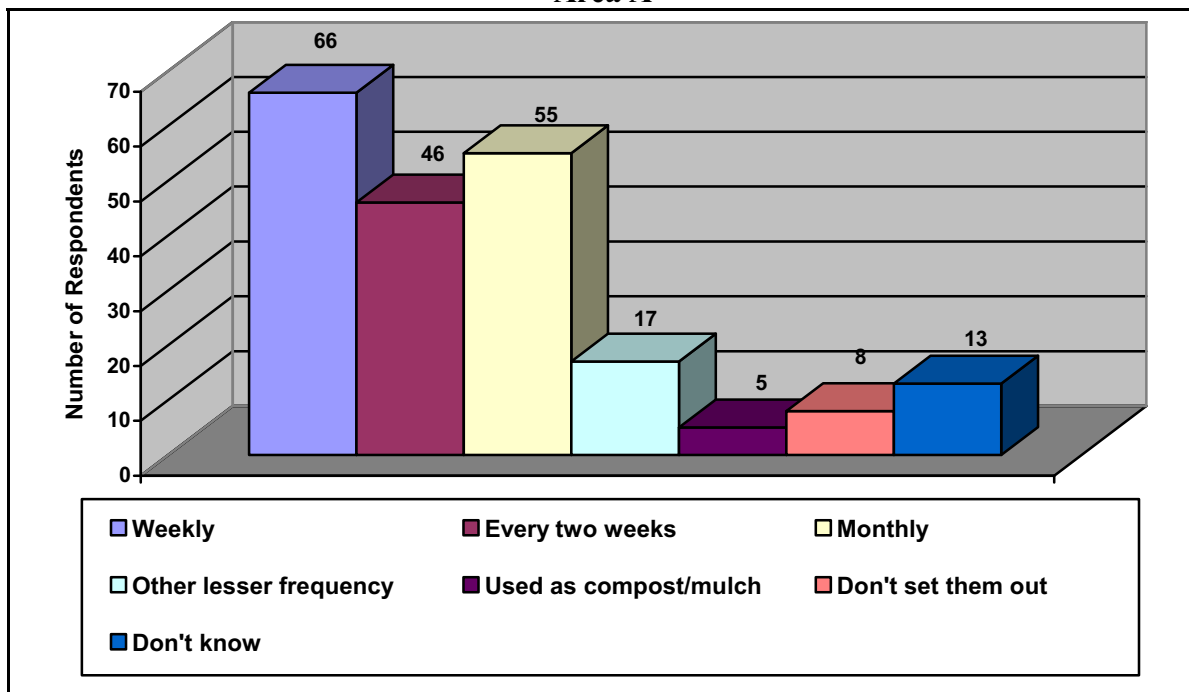
**Question 9c. How often do set out GRASS CLIPPINGS? Would you say:**

**Areas A & B**



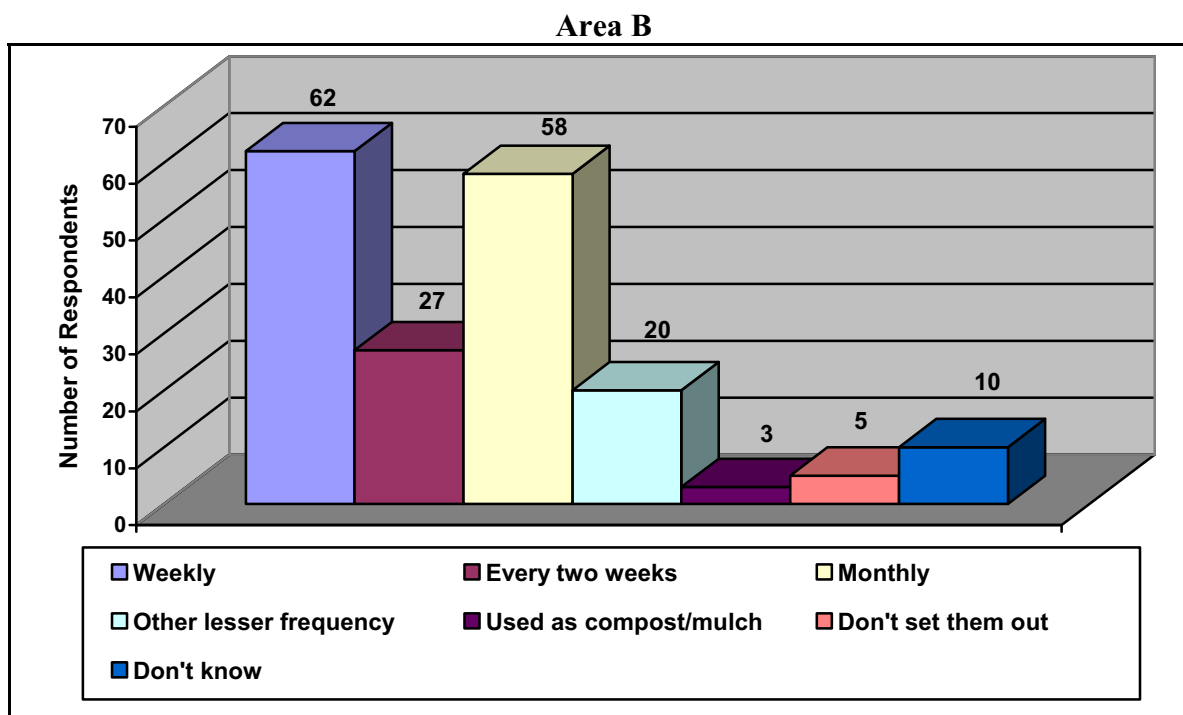
Areas A & B: N=395

**Area A**



Area A: N=210





Area B: N=185

**Note:** This question was asked only to respondents who indicated they recycled grass clippings at their home.

### Data Summary

Of the total 395 respondents in Areas A and B who reported currently recycling grass clippings at their home, 128 respondents (32%) said they set them out weekly, 113 respondents (29%) said they set them out monthly, and 73 respondents (19%) said they set them out every two weeks. Fifty respondents (15%) either never set them out, or set them out annually, two to four times a year, every two months, only when needed, rarely, or at some other lesser frequency. Twenty-three of the total 395 respondents (6%) reported they were unaware of what they did with their grass clippings, and a small number (2%) reported using these as compost or mulch.

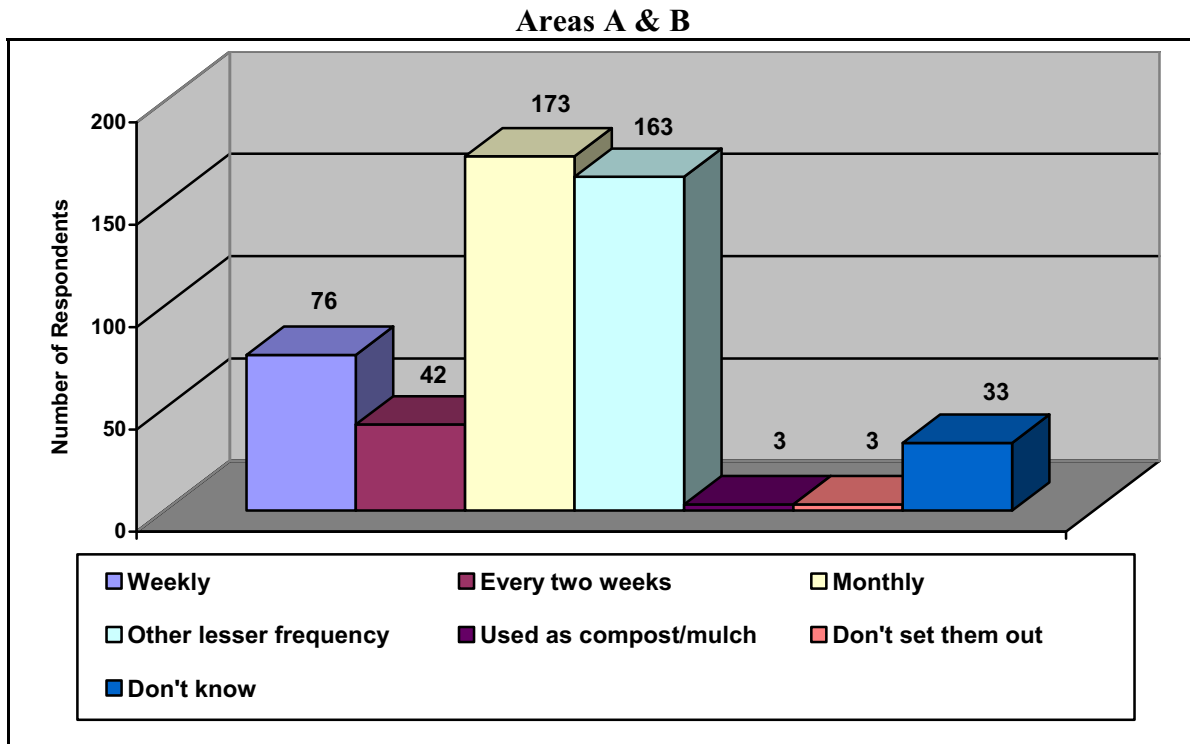
In Area A, of the 210 respondents who currently recycle grass clippings at their home, 66 respondents (31%) said they set them out weekly, 55 respondents (26%) said they set them out monthly, and 46 respondents (22%) said they set them out every two weeks. Twenty-five respondents (12%) either never set them out, or set them out annually, twice a year, three times a year, quarterly, every two months, only when needed, rarely, or at some other lesser frequency. Thirteen of the total 210 respondents in Area A (6%) reported they were unaware of what they did with their grass clippings, and a small number (2%) reported using these as compost or mulch.

In Area B, of the 185 respondents who currently recycle grass clippings at their home, 62 respondents (34%) said they set them out weekly, 58 respondents (31%) said they set them out monthly, and 27 respondents (15%) said they set them out every two weeks. Twenty-five respondents (13%) either never set them out, or set them out annually, two to four times a year, every two months, only when needed, rarely, or at some other lesser frequency. Ten of the total 185 respondents in Area B (5%) reported they were unaware of what they did with their grass clippings, and a small number (2%) reported using these as compost or mulch.

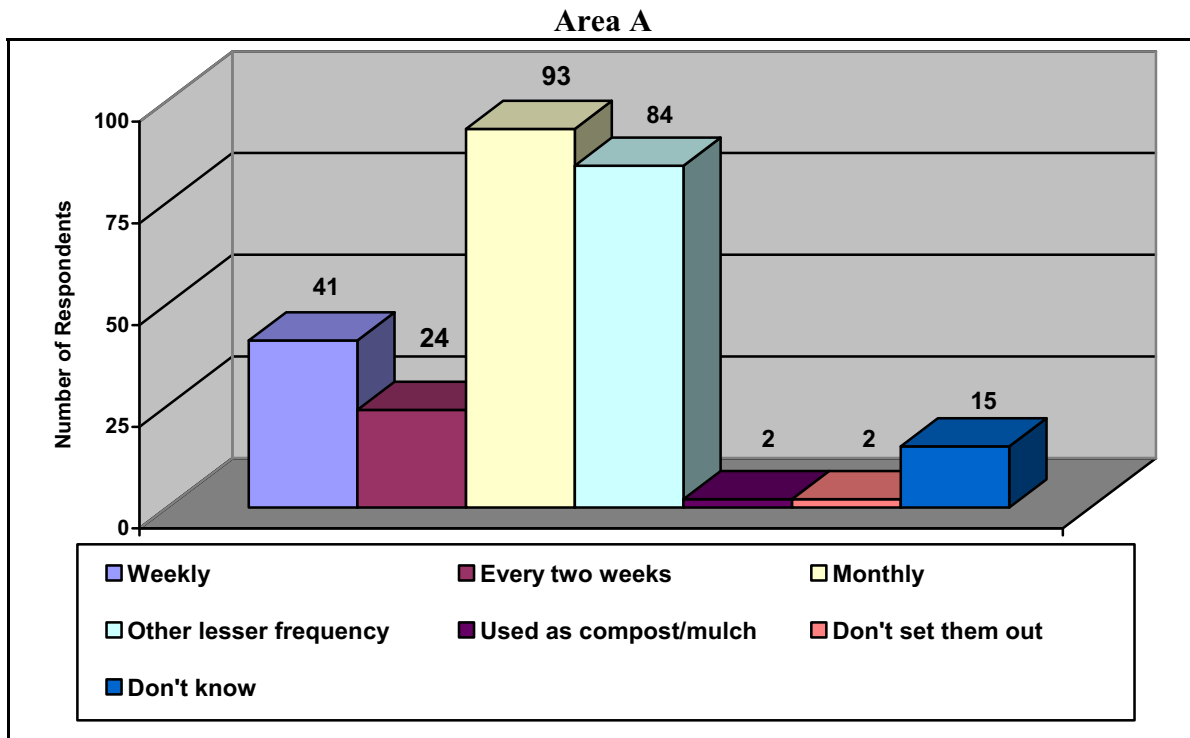
Data showed that the majority of respondents (over 79 percent in each Area) reported they set their grass clippings at curbside for collection either weekly, monthly, or every two weeks in that frequency.



**Question 9c. How often do set out TREE LIMBS AND BRANCHES? Would you say:**

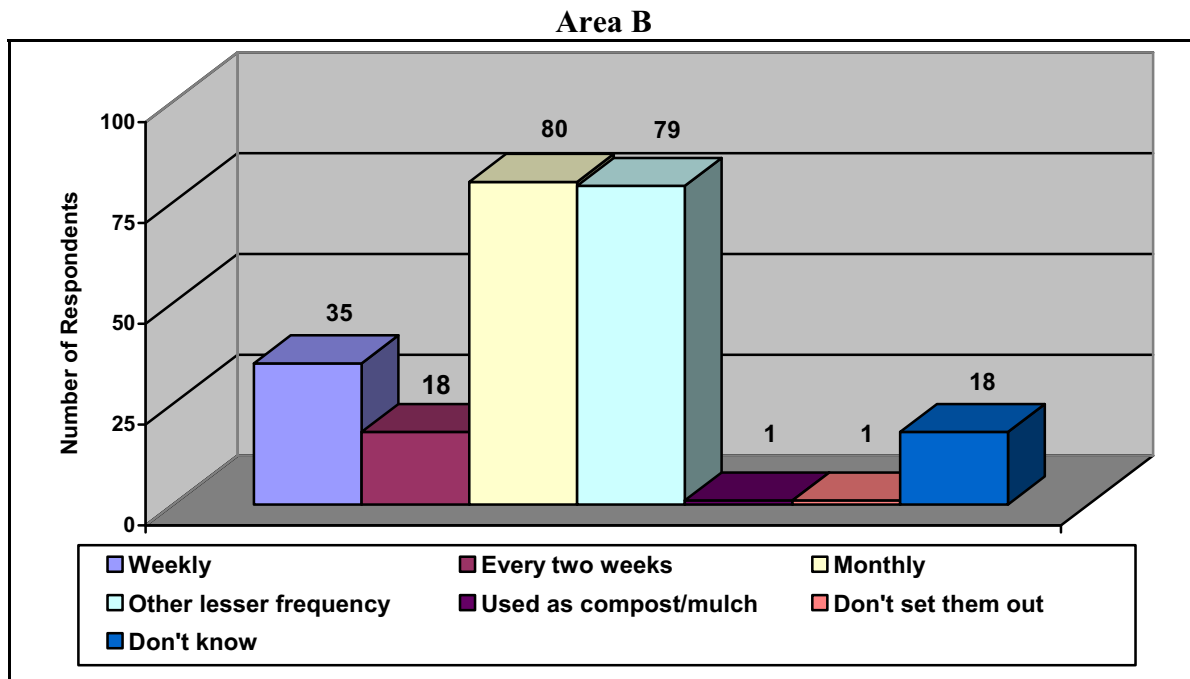


Areas A & B: N=493



Area A: N=261





**Note:** This question was asked only to respondents who indicated they recycled tree limbs and branches at their home.

### **Data Summary**

Of the total 493 respondents in Areas A and B who currently recycle tree limbs and branches at their home, 173 respondents (35%) said they set them out monthly, 76 respondents (15%) said they set them out weekly, and 42 respondents (9%) said they set them out every two weeks. Thirty-three of the total 493 respondents (7%) reported they were unaware of what they did with their tree limbs and branches, and a small number reported using these as compost or mulch. The remaining respondents (33%) either never set them out, or set them out annually, two to four times a year, every two months, only when needed, or at some other lesser frequency.

In Area A, of the 261 respondents who currently recycle tree limbs and branches at their home, 93 respondents (36%) said they set them out monthly, 41 respondents (16%) said they set them out weekly, and 24 respondents (9%) said they set them out every two weeks. Fifteen of the total 261 respondents in Area A (6%) reported they were unaware of what they did with their tree limbs and branches, and a small number reported using these as compost or mulch. The remaining respondents (33%) either never set them out, or set them out annually, two to four times a year, every two months, only when needed, rarely, or at some other lesser frequency.

In Area B, of the 232 respondents who currently recycle tree limbs and branches at their home, 80 respondents (35%) said they set them out monthly, 35 respondents (15%) said they set them out weekly, and 18 respondents (8%) said they set them out every two weeks. Eighteen of the total 232 respondents in Area B (8%) reported they were unaware of what they did with their tree limbs and branches and a small number (<1%) reported using these as compost or mulch. The remaining respondents (34%) either never set them out, or set them out annually, twice a year, three times a year, quarterly, every two months, only when needed, rarely, or at some other lesser frequency.

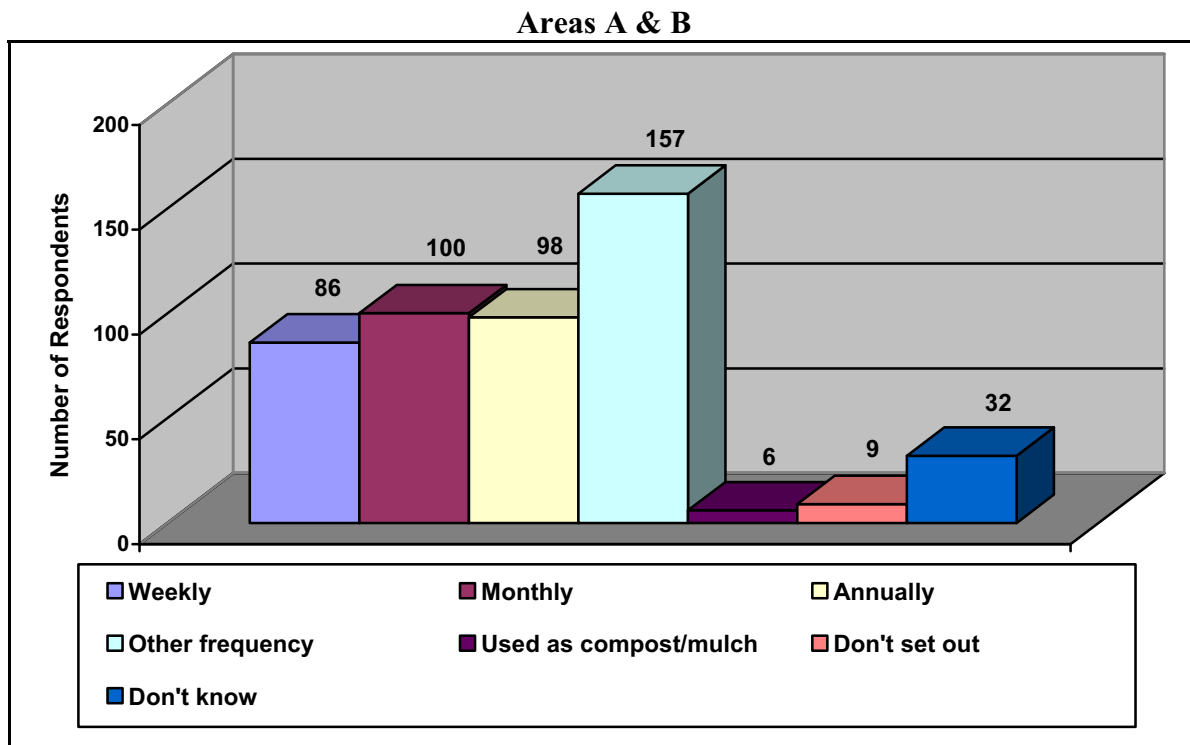
Data showed that the majority of respondents (over 35 percent in each Area) set their tree limbs at curbside for collection monthly. Within each Area, at least 15 percent of the respondents set these out for



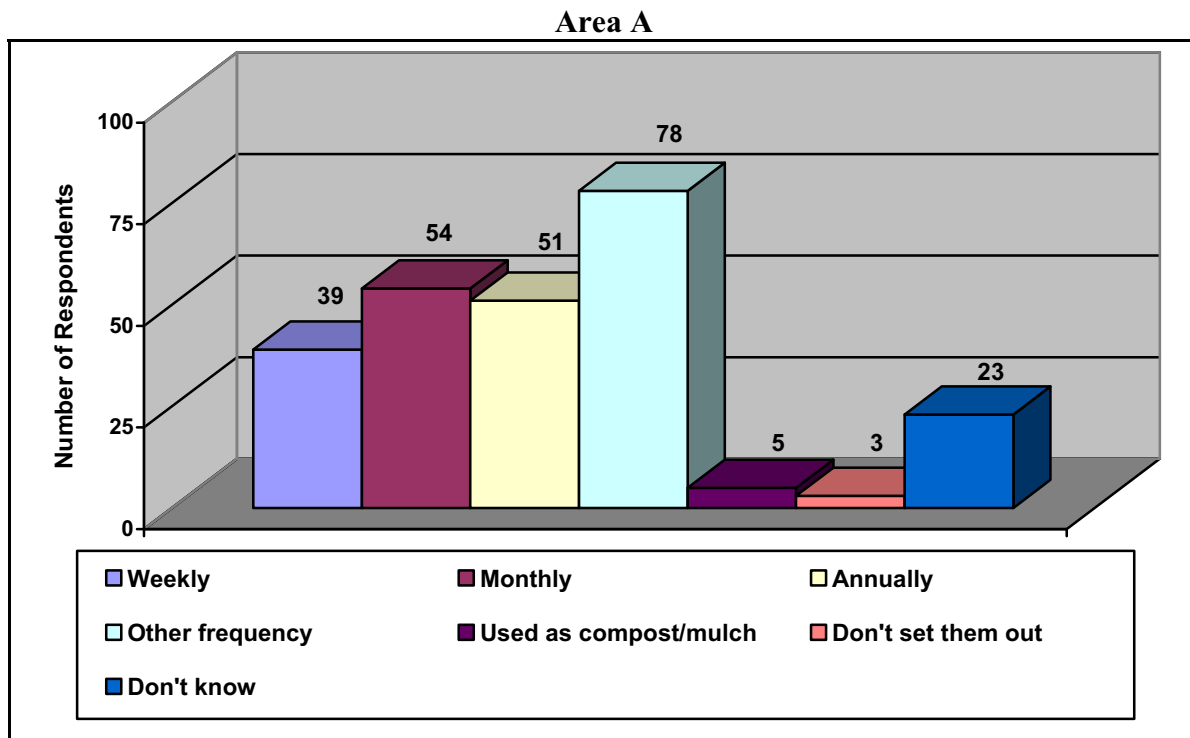
collection weekly, and at least 8 percent of the respondents in these Areas, the frequency was reported as every two weeks.



**Question 9c. How often do set out LEAVES? Would you say:**

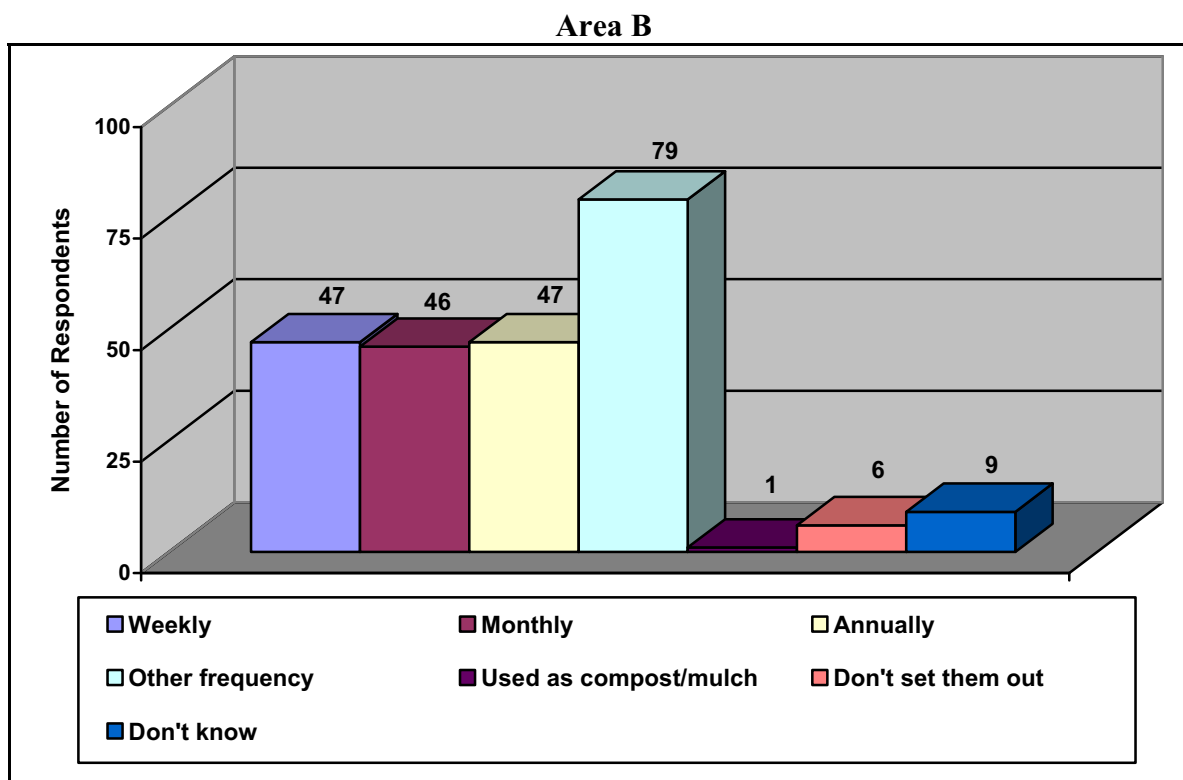


Areas A & B: N=488



Area A: N=253





Area B: N=235

**Note:** This question was asked only to respondents who indicated they recycled leaves at their home.

### Data Summary

Of the total 488 respondents in Areas A and B who currently recycle leaves at their home, the highest percentage of respondents (33%) either never set them out, or set them out every two weeks, two to four times a year, every two months, rarely, or only when needed. Following this, 100 respondents (21%) said they set them out monthly, 98 respondents (20%) said they set them out annually, and 86 respondents (18%) said they set them out weekly. Thirty-two of the total 448 respondents (7%) reported they were unaware of what they did with their leaves, and a small number (1%) reported using these as compost or mulch.

In Area A, of the 253 respondents who currently recycle leaves at their home, most respondents (32%) either never set them out, or set them out two to four times a year, every two months, every two weeks, rarely, or only when needed. After this, 54 respondents (21%) said they set them out monthly, 51 respondents (20%) said they set them out annually, and 39 respondents (15%) said they set them out weekly. Twenty-three of the total 253 respondents in Area A (9%) reported they were unaware of what they did with their leaves, and a small number (2%) reported using these as compost or mulch.

In Area B, of the 235 respondents who currently recycle leaves at their home, most respondents (36%) either never set them out, or set them out two to four times a year, every two months, every two weeks, rarely or only when needed. After this, 47 respondents (20%) said they set them out annually, 47 respondents (20%) said they set them out weekly, and 46 respondents (20%) said they set them out monthly. Nine of the total 235 respondents in Area B (4%) reported they were unaware of what they did with their leaves, and a small number reported using these as compost or mulch.

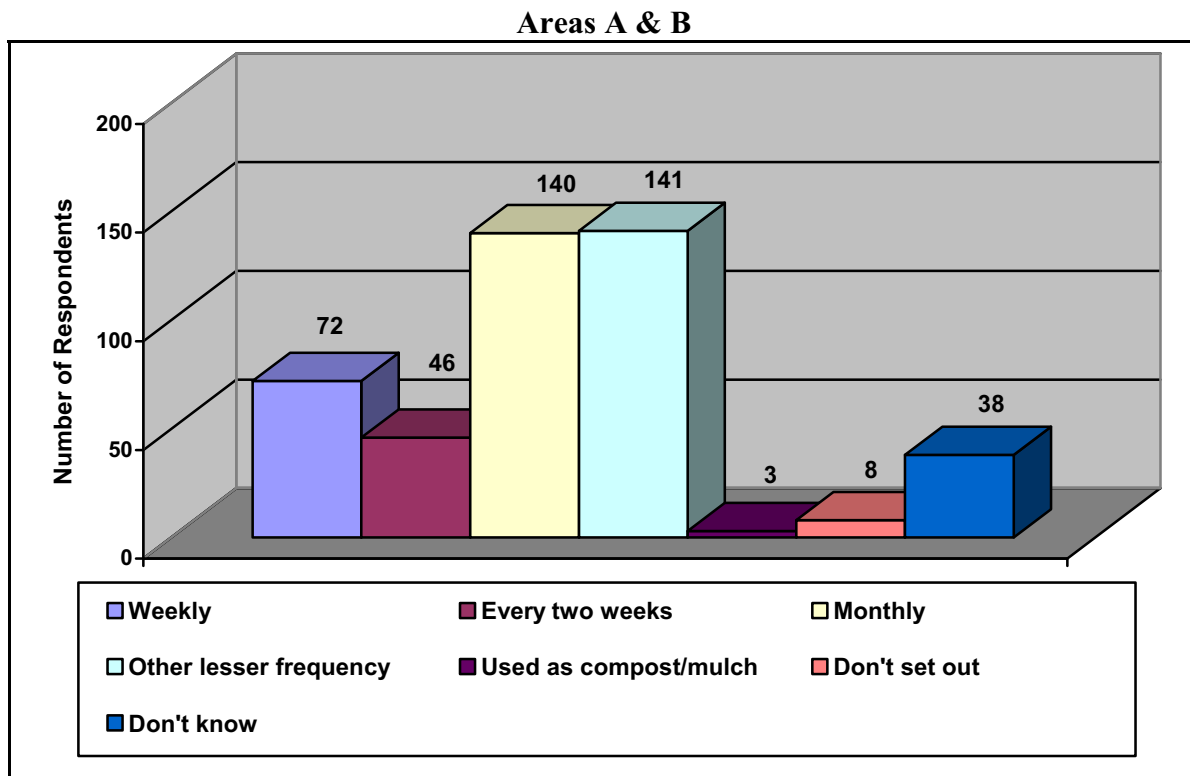
Data showed that the majority of respondents either never set them out, or set them out two to four times a year, every two months, every two weeks, rarely or only when needed. Over 32 percent in each Area set their leaves at curbside for recycling collection on a monthly basis. Approximately 20 percent of the



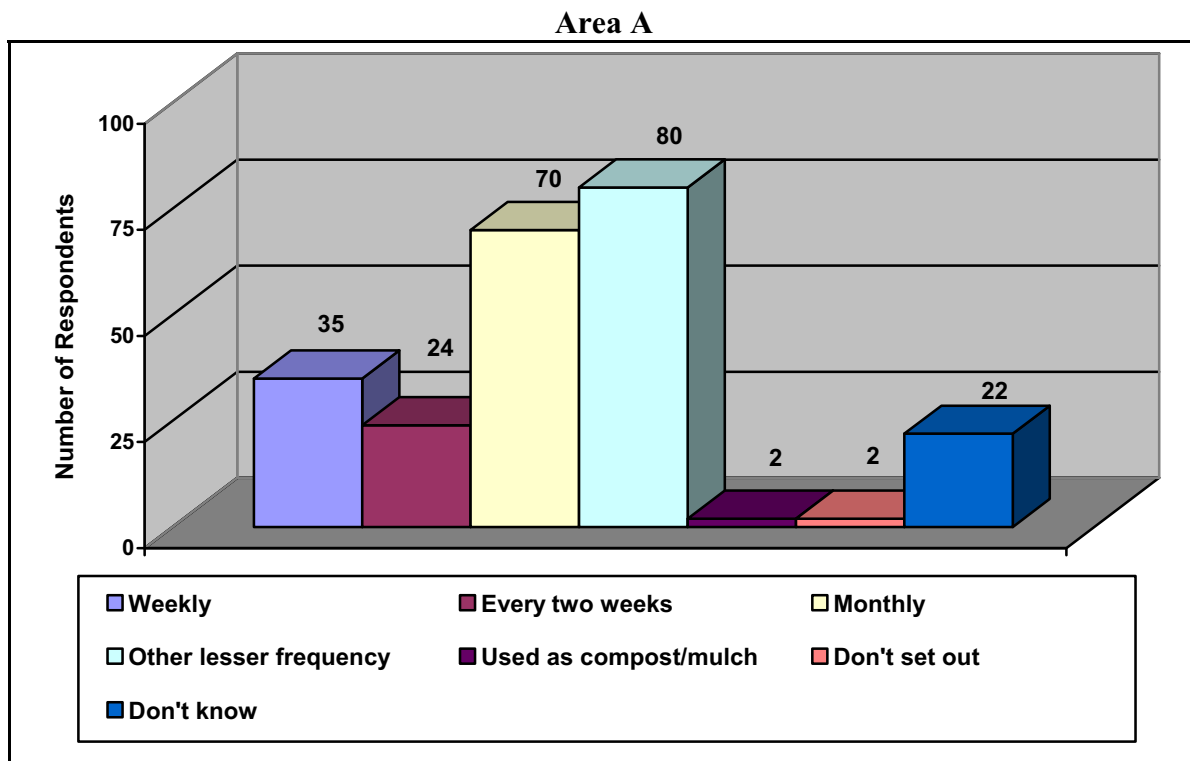
respondents also set these out for collection annually, and for 15 to 20 percent of the respondents in these Areas, the frequency was reported as every week.



**Question 9c. How often do set out BRUSH? Would you say:**

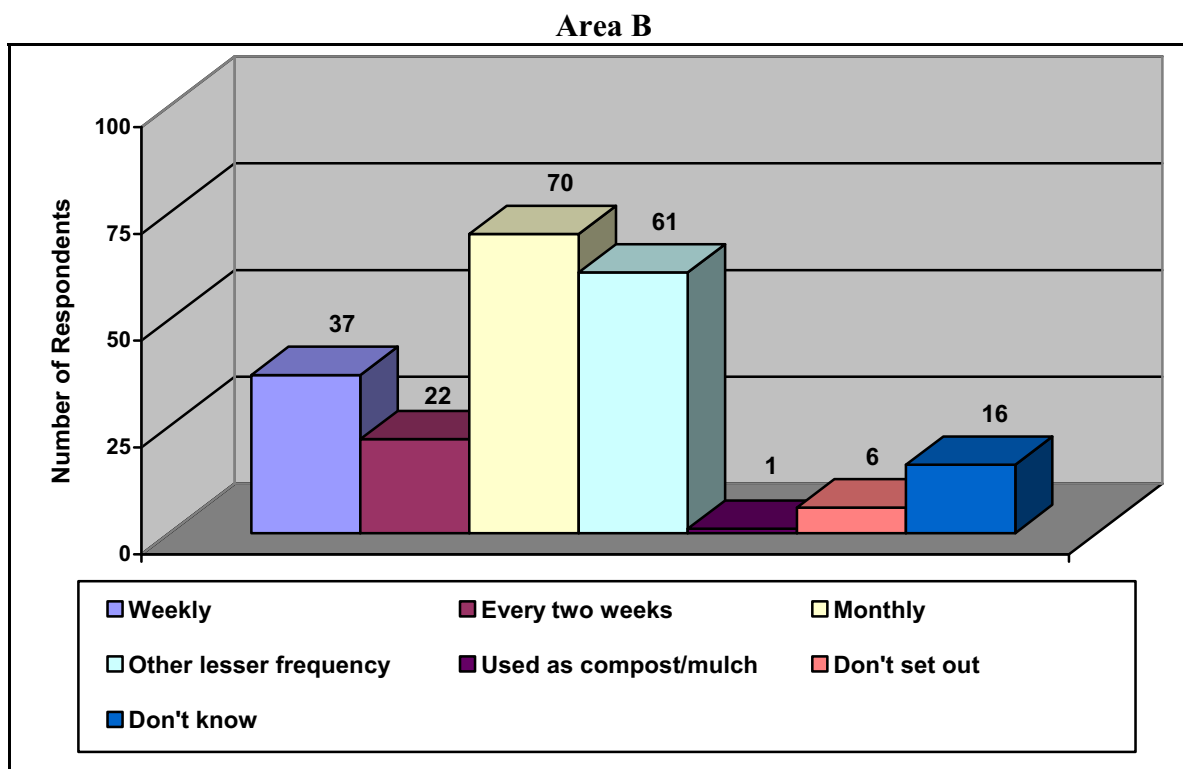


Areas A & B: N=448



Area A: N=235





Area B: N=213

Note: This question was asked only to respondents who indicated they recycled brush at their home.

### **Data Summary**

Of the total 448 respondents in Areas A and B who currently recycle brush at their home, the largest percentage of respondents (33%) either never set them out, or set them out annually, two to four times a year, every two months, rarely, or only when needed. Following this, 140 respondents (31%) set them out monthly, 72 respondents (16%) set them out weekly, and 46 respondents (10%) set them out every two weeks. Thirty-eight of the total 448 respondents (8%) reported they were unaware of what they did with their leaves, and a small number (<1%) reported using these as compost or mulch.

In Area A, of the 235 respondents who currently recycle brush at their home, most respondents (35%) either never set them out, or set them out annually, twice a year, three times a year, quarterly, every two months, rarely, or only when needed. Following this, 70 respondents (30%) set them out monthly, 35 respondents (15%) set them out weekly, and 24 respondents (10%) set them out every two weeks. Twenty-two of the total 235 respondents (9%) reported they were unaware of what they did with their leaves, and a small number reported using these as compost or mulch.

In Area B, of the 213 respondents who currently recycle brush at their home, the highest percentage of respondents (33%) set them out monthly. This is followed by 31 percent either never set them out, or set them out annually, twice a year, three times a year, quarterly, every two months, rarely, or only when needed. Thirty-seven respondents (17%) set them out weekly, and 22 respondents (10%) set them out every two weeks. Sixteen of the total 213 respondents in Area B (8%) reported they were unaware of what they did with their leaves, and a small number reported using these as compost or mulch.

Data showed 30 percent of respondents in each Area set their brush at curbside for recycling collection monthly. Approximately 10 percent of the respondents in each Area set these out for collection every two

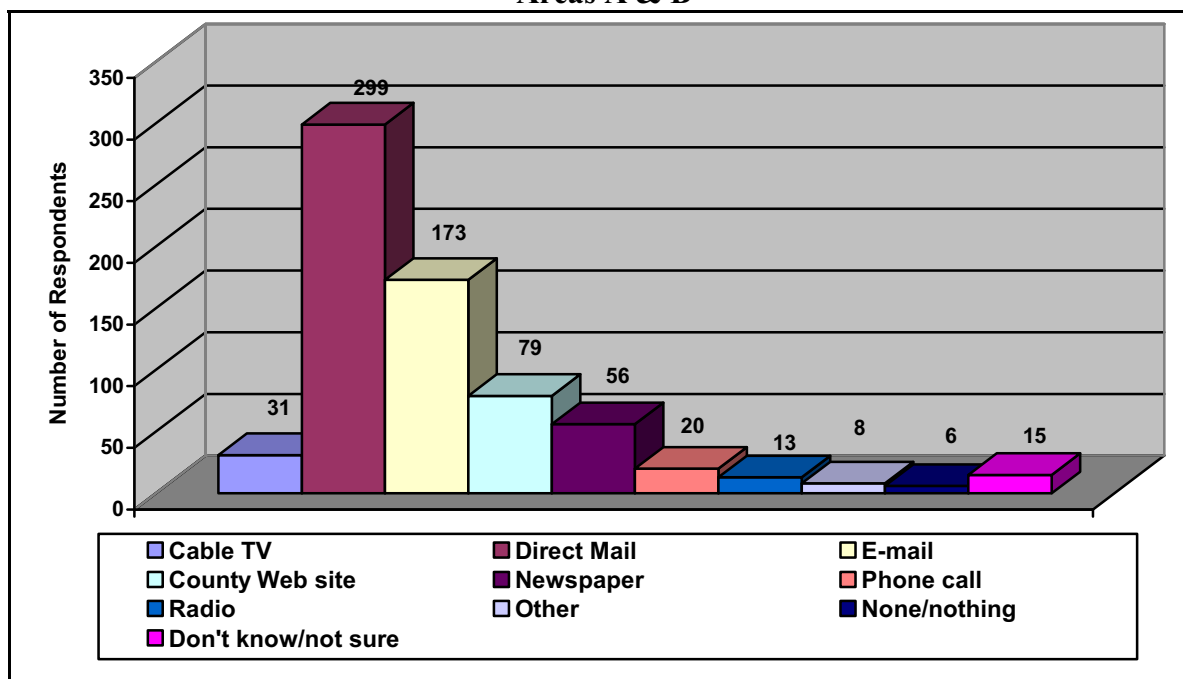


weeks, and for 15 to 17 percent of the respondents in these Areas, the frequency for recycling brush at curbside was reported as weekly.



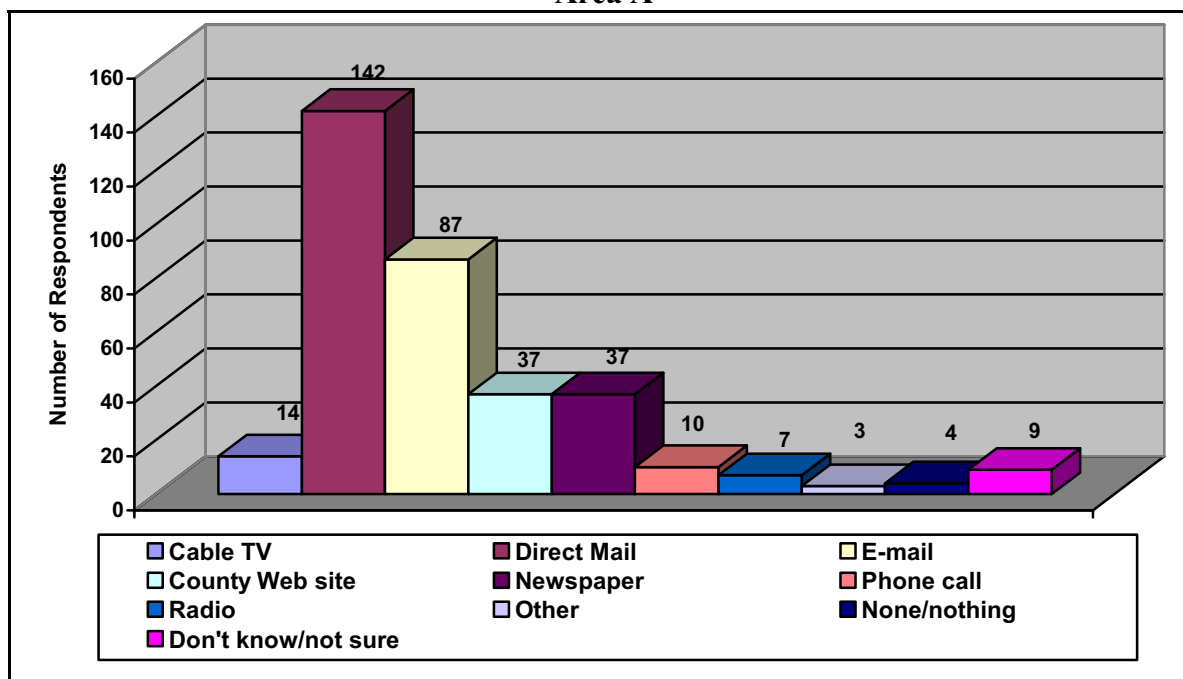
**Question 10. Which of the following communication methods would you most prefer to receive information from Montgomery County about recycling at your home?**

**Areas A & B**



Areas A & B: N=700

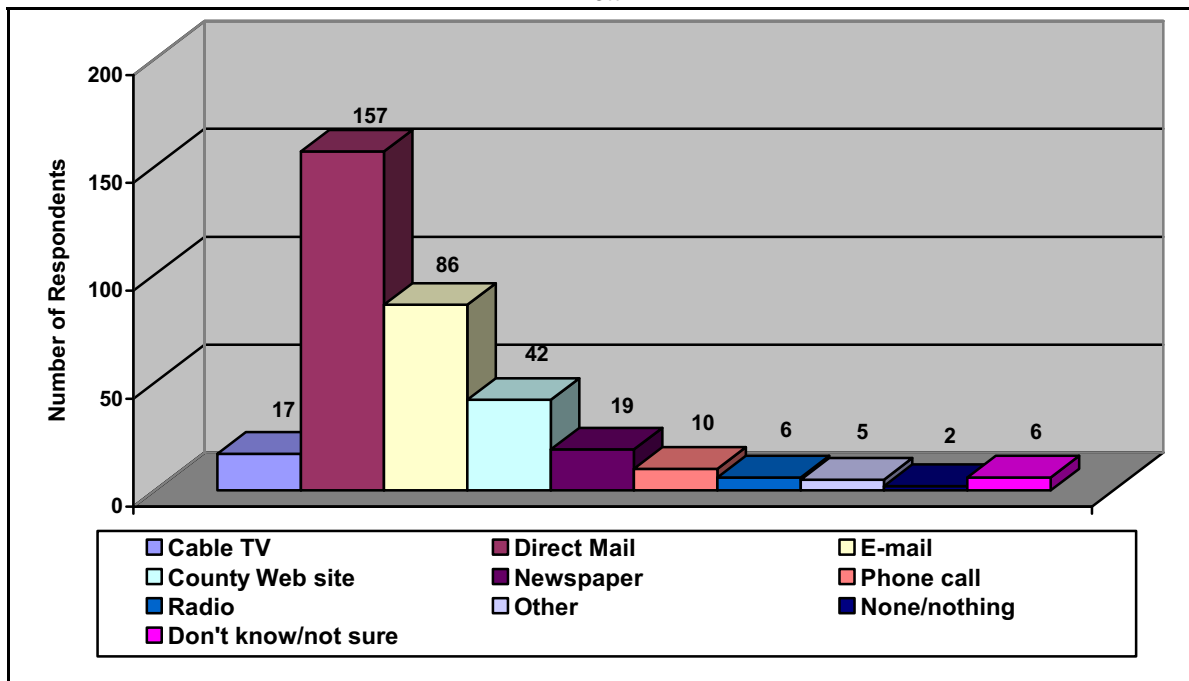
**Area A**



Area A: N=350



### Area B



Area B: N=350

### **Data Summary**

Of the total 700 respondents, 299 respondents (43%) reported they prefer to receive recycling information by direct mail, and 173 respondents (25%) preferred getting an e-mail. Seventy-nine respondents (11%) preferred using the County Web site, and 56 respondents (8%) preferred reading about recycling in a newspaper. Of the remaining 93 respondents, 31 respondents preferred viewing cable television ads, and the remainder preferred either receiving a phone call, hearing radio ads, or another method. Fifteen of the total 700 respondents reported they were not sure of their preferred communication method.

In Area A, of the 350 respondents, the highest percentage of respondents, 142 respondents (41%), reported they preferred to receive recycling information by direct mail, and 87 respondents (25%) preferred getting an e-mail. Thirty-seven respondents (11%) preferred using the County Web site, and the same number (11%) said they preferred reading about recycling in a newspaper. Of the remaining 47 respondents, 14 respondents preferred viewing cable television ads, and the remainder preferred either receiving a phone call, hearing radio ads, or another method to learn about recycling. Nine of the total 350 respondents in Area A reported they were not sure of their preferred communication method.

In Area B, of the 350 respondents, 157 respondents (45%) preferred to receive recycling information by direct mail, and 86 respondents (25%) preferred e-mail. Forty-two respondents (12%) preferred using the County Web site. Nineteen respondents (5%) preferred reading about recycling in a newspaper, and 17 respondents said they preferred viewing cable television ads. The remaining 29 respondents either preferred receiving a phone call, hearing radio ads, or another method to learn about recycling. Six of the total 350 respondents in Area B reported they were not sure of their preferred communication method.

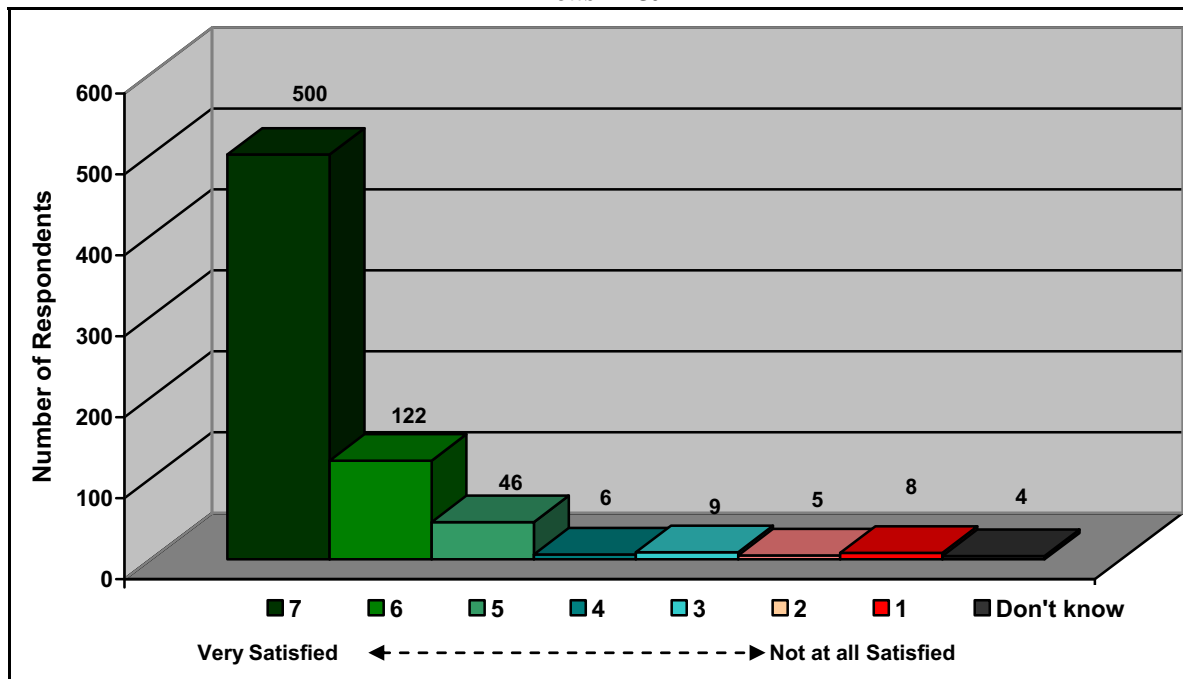
When comparing Areas A and B, the majority of respondents (over 41 percent in each Area) reported they preferred to receive recycling information by direct mail, while 25 percent of the respondents in each Area said they preferred getting an e-mail. Viewing the County Web site was also preferred by at least 11 percent of the respondents in each Area to learn about recycling.



**Question 11. Now, using a scale of 1 to 7 where 1 is not at all satisfied and 7 is very satisfied, I'd like you to rate how satisfied you are with each of the following:**

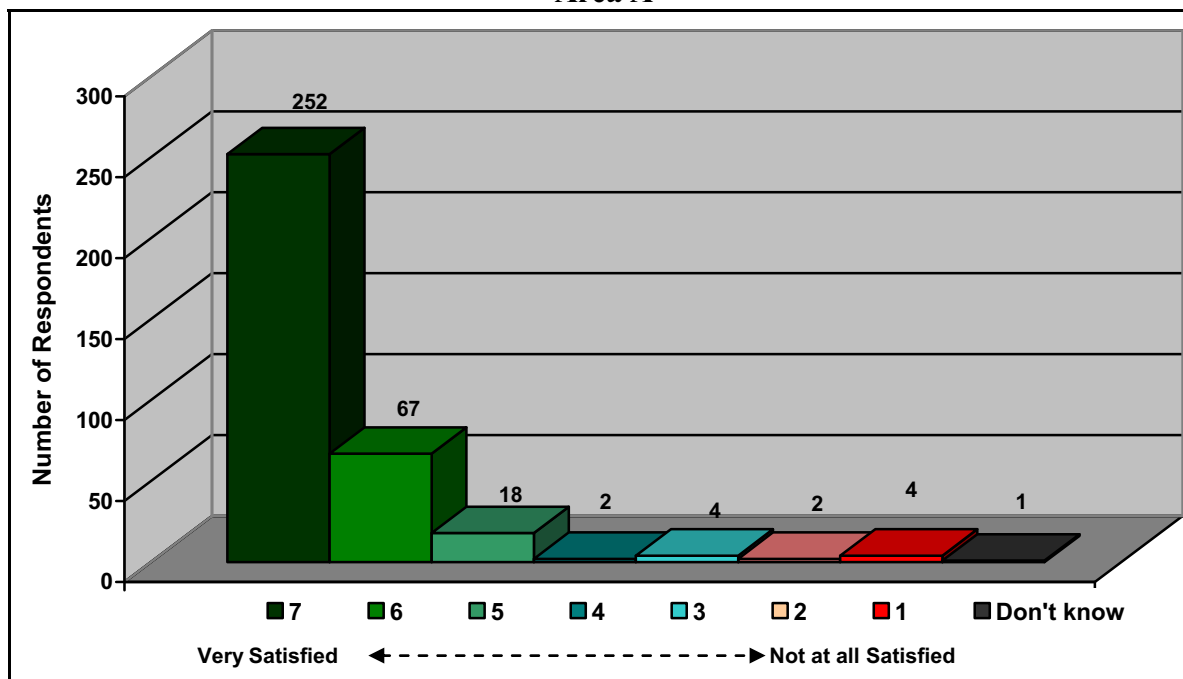
**Weekly curbside collection of mixed paper, bottles, and cans**

**Areas A & B**



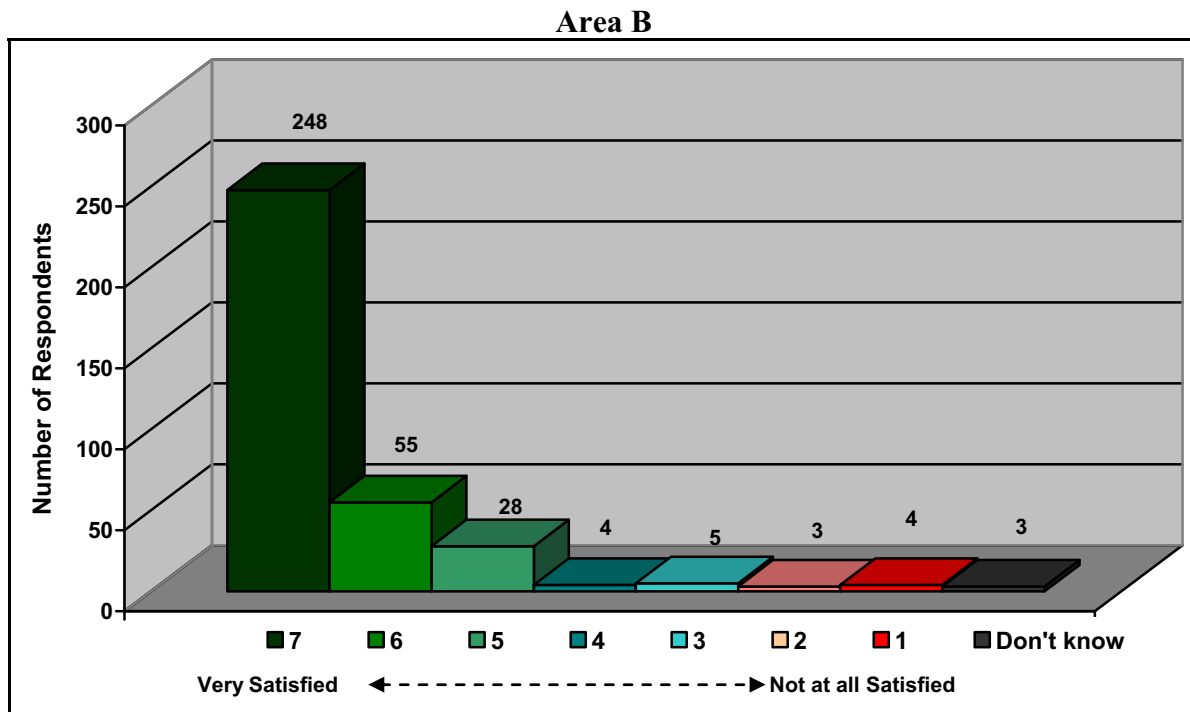
Areas A & B: N=700

**Area A**



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, 622 respondents (89%) were reported they were very satisfied with the weekly curbside collection of mixed paper, bottles, and cans, while only 13 respondents (2%) reported they were not satisfied. The other respondents (8%) reported they were satisfied, somewhat satisfied, or neither satisfied or dissatisfied. Four respondents reported they did not know how satisfied they were with the weekly collection process.

In Area A, of the total 350 respondents, 319 respondents (91%) reported they were very satisfied with the weekly curbside collection of mixed paper, bottles, and cans, while only 6 respondents (2%) reported were not satisfied. The other respondents (7%) reported they were satisfied, somewhat satisfied, or neither satisfied or dissatisfied. One respondent reported they did not know how satisfied they were with the weekly collection process.

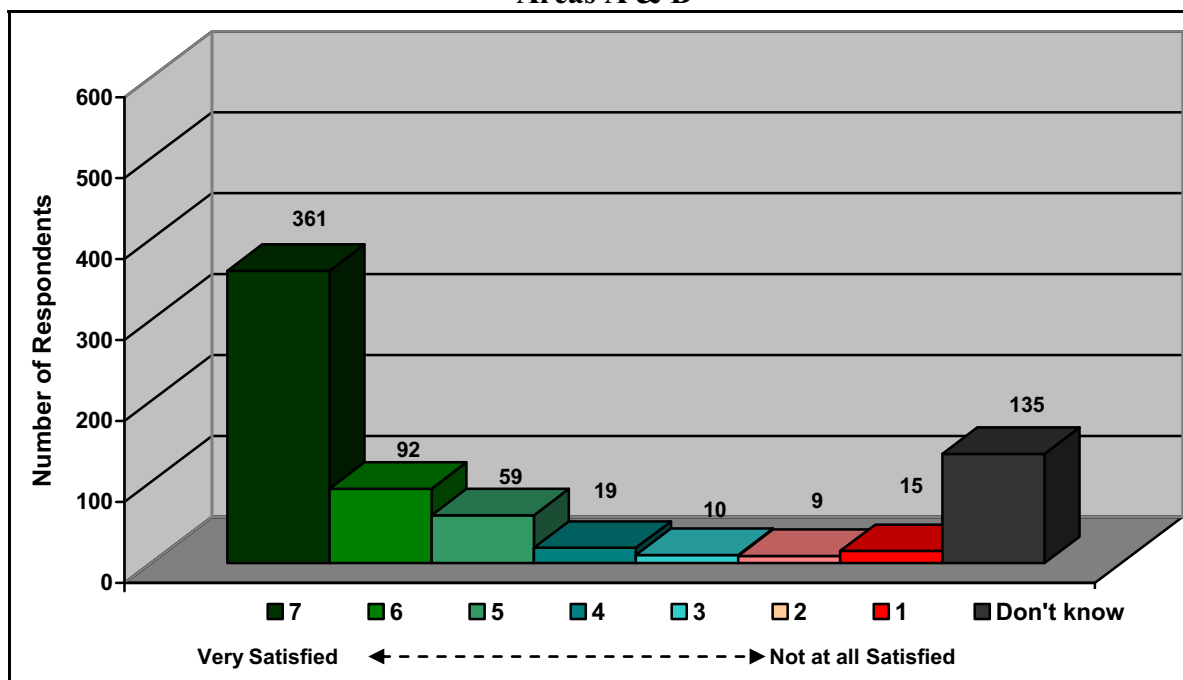
In Area B, of the total 350 respondents, 303 respondents (87%) reported they were very satisfied with the weekly curbside collection of mixed paper, bottles, and cans, while only 7 respondents (2%) reported they were not satisfied. The other respondents (10%) reported they were satisfied, somewhat satisfied, or neither satisfied or dissatisfied. Three respondents reported they did not know how satisfied they were with the weekly collection process.

The majority of respondents within the two Areas, A and B (91 and 87 percent, respectively), reported they were very satisfied with the weekly collection process for mixed paper, bottles, and cans.



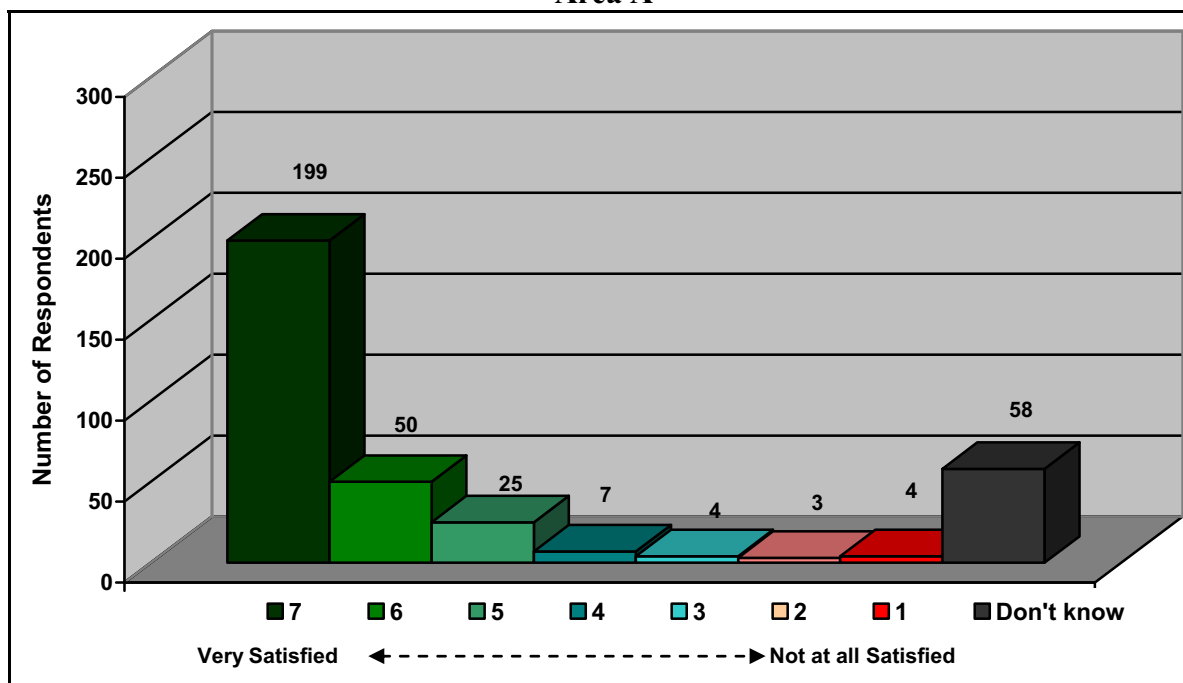
## Weekly collection of leaves, grass, and brush

### Areas A & B



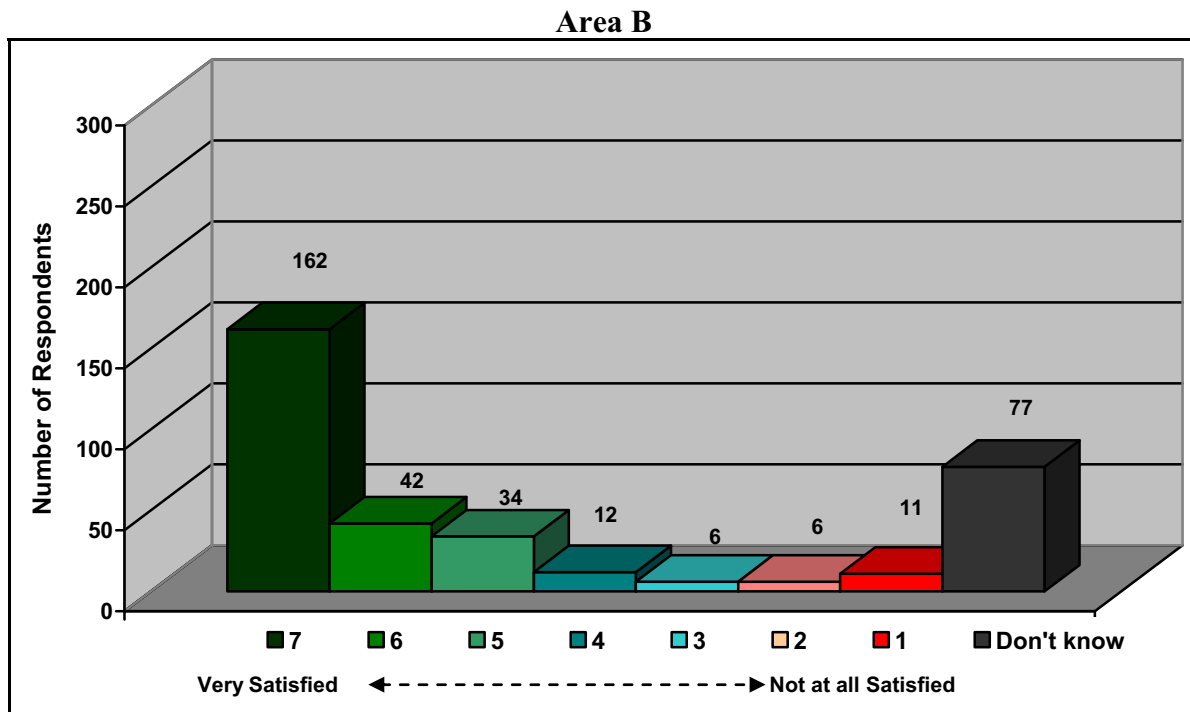
Areas A & B: N=700

### Area A



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, 605 respondents reported they were aware of this County service. Of these 605 respondents, the majority (453 respondents, 75%) reported they were very satisfied with the weekly collection of leaves, grass, and brush, while 24 respondents (4%) reported they were not satisfied. The other respondents who were aware of this service (15%) reported they were either satisfied, somewhat satisfied, or neither satisfied or dissatisfied. One hundred thirty-five of the total 700 respondents reported they did not know how satisfied they were with the weekly collection process for these materials. This group includes respondents who were both aware and unaware of this service.

In Area A, of the total 350 respondents, 313 respondents reported they were aware of this County service. Of these 313 respondents, the majority (249 respondents, 80%) reported they were very satisfied with the weekly collection of leaves, grass, and brush, while only 7 respondents (2%) reported they were not satisfied. The other respondents reported they were satisfied, somewhat satisfied, or neither satisfied or dissatisfied. Fifty-eight of the total 350 respondents reported they did not know how satisfied they were with the weekly collection process for these materials. This group includes respondents who were both aware and unaware of this service.

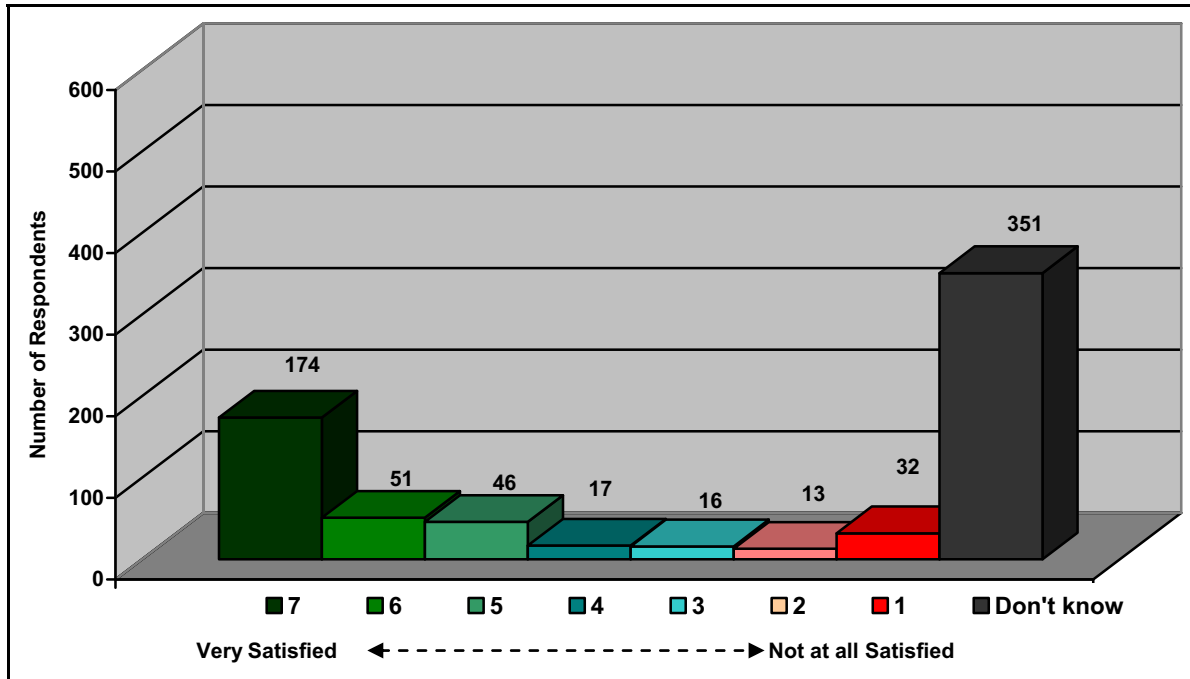
In Area B, of the total 350 respondents, 292 respondents reported they were aware of this County service. Of these 292 respondents, the majority (204 respondents, 69%) reported they were very satisfied with the weekly collection of leaves, grass, and brush, while 17 respondents (6%) reported they were not satisfied. The other respondents reported they were satisfied, somewhat satisfied, or neither satisfied or dissatisfied. Seventy-seven respondents of the total 350 respondents reported they did not know how satisfied they were with the weekly collection process for these materials. This group includes respondents who were both aware and unaware of this service.

Data showed that respondents in Area A reported a greater level of satisfaction with the weekly collection process for leaves, grass, and brush, with 80 percent reporting they were very satisfied, as opposed to the 69 percent of respondents who provided the same rating in Area B.



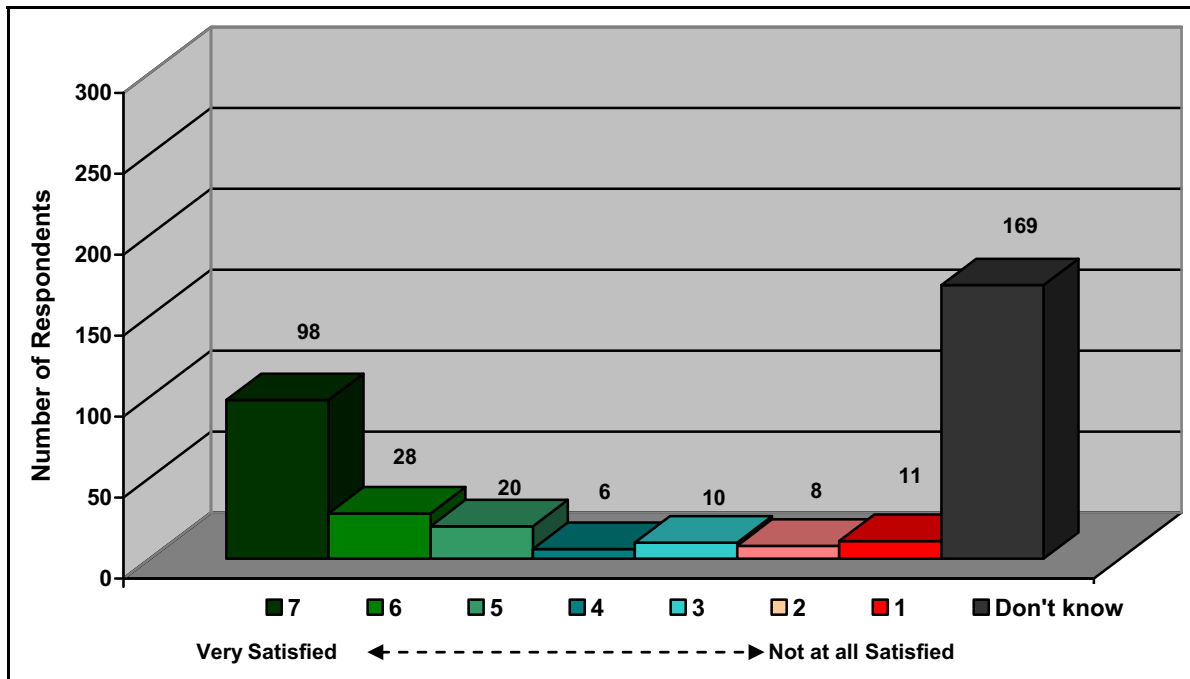
## On-call scrap metal recycling collection

### Areas A & B



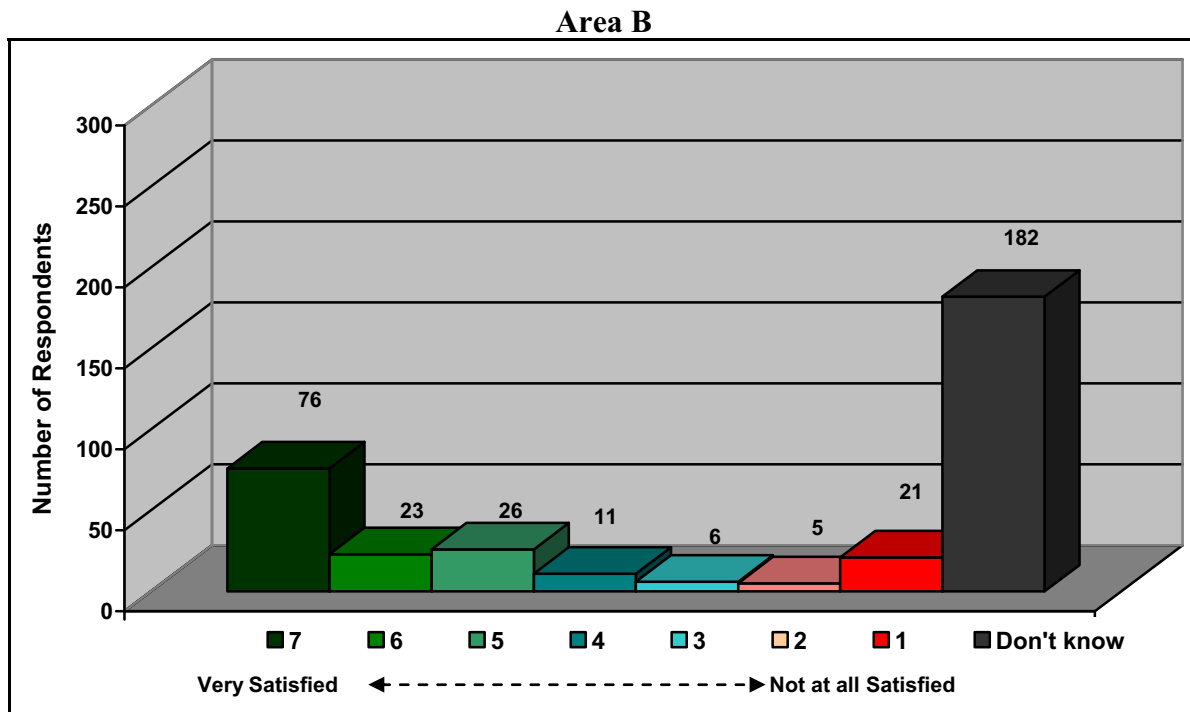
Areas A & B: N=700

### Area A



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, only 272 respondents reported they were aware of this County service. Of these 272 respondents, the majority (225 respondents, 83%) reported they were very satisfied with the on-call scrap metal recycling collection, while 45 respondents (17%) reported they were not satisfied. Of the total 700 respondents, 351 respondents (50%) reported they did not know how satisfied they were with on-call scrap metal recycling collection and this group included respondents who were aware or unaware of this service.

In Area A, of the total 350 respondents, 139 respondents reported they were aware of this service. Of these 139 respondents, 126 respondents (91%) reported they were very satisfied with the on-call scrap metal recycling collection, while 19 respondents (14%) reported they were not satisfied. The other respondents who were aware of this service reported they were either satisfied, somewhat satisfied, or neither satisfied or dissatisfied. Of the total 350 respondents, 169 respondents (48%) reported they did not know how satisfied they were with on-call scrap metal recycling collection. This group included only respondents who were aware or unaware of this service.

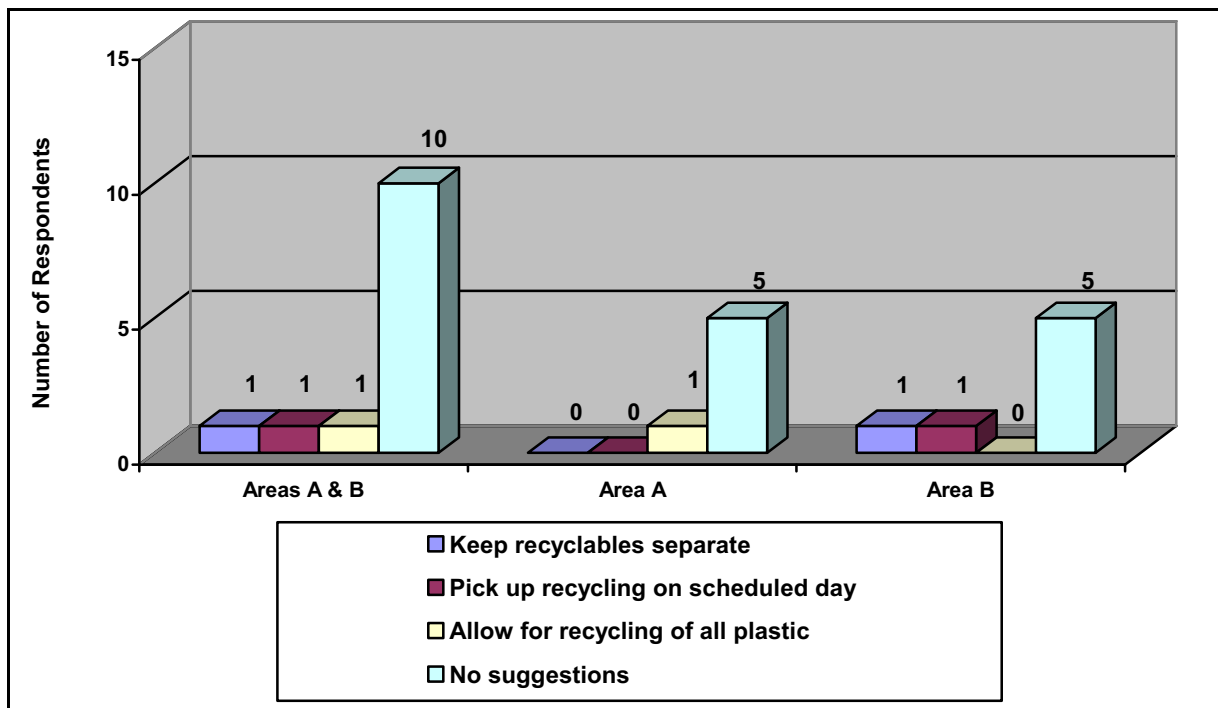
In Area B, of the total 350 respondents, 133 respondents reported they were aware of this service. Of these 133 respondents, 99 respondents (74%) reported they were very satisfied with the on-call scrap metal recycling collection, while 26 respondents (20%) reported they were not satisfied. The other respondents who were aware of this service reported they were either satisfied, somewhat satisfied, or neither satisfied or dissatisfied. Of the total 350 respondents, 182 respondents (52%) reported they did not know how satisfied they were with the on-call scrap metal recycling collection process. This group included only respondents who were aware or unaware of this service.

Data showed that the respondents in Area A reported a greater level of satisfaction with the on-call scrap metal recycling collection, with 91 percent reporting they were very satisfied as opposed to the 74 percent of respondents who provided the same rating in Area B.



**Question 12. What suggestions or comments do you have to improve:**

**Weekly curbside collection of mixed paper, bottles, and cans**



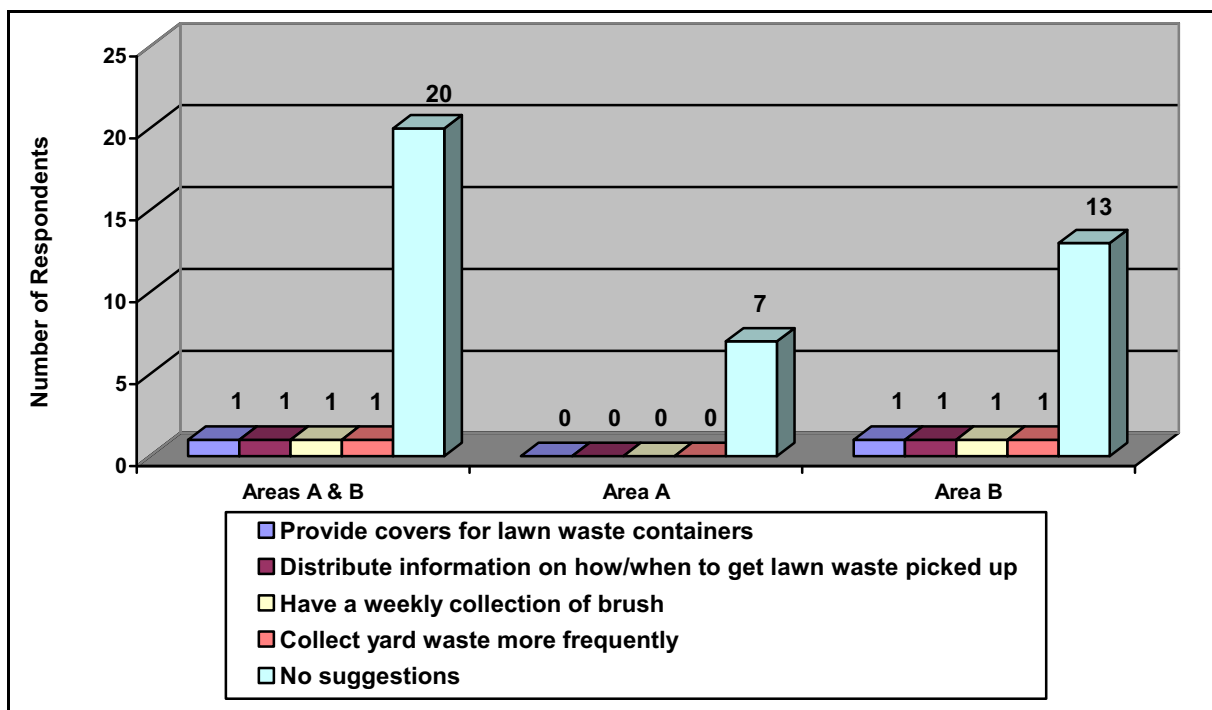
Areas A & B: N=13; Area A: N=6; Area B: N=7

***Data Summary***

Of the total 13 respondents in Areas A and B who reported they were not satisfied with the weekly curbside collection of mixed paper, bottles, and cans, the majority of the respondents (77%) had no suggested improvements. The remaining 3 respondents suggested that recyclables should be collected separately; ensure pick up of recycling on the scheduled day; and the County should allow for recycling of all types of plastics.



### Weekly collection of leaves, grass, and brush



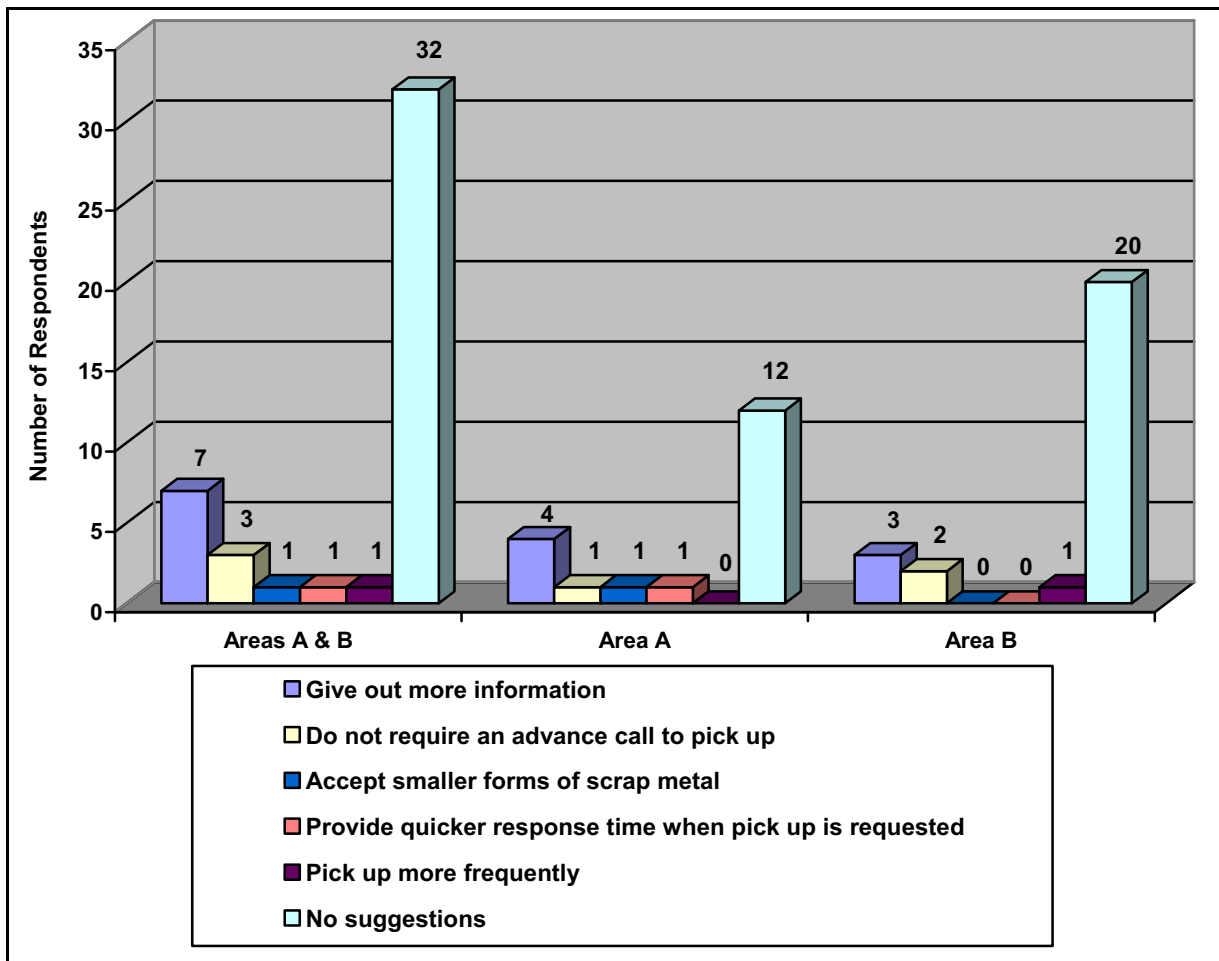
Areas A & B: N=24; Area A: N=7; Area B: N=17

#### ***Data Summary***

Of the total 24 respondents in Areas A and B who reported they were not satisfied with the weekly collection of leaves, grass, and brush, the majority of the respondents (83%) had no suggested improvements. The remaining 4 respondents suggested that the County provide covers for yard waste containers; distribute information on how and when to get yard waste picked up; have a weekly collection of brush; and schedule more frequent collections for yard waste.



### On-call scrap metal recycling collection



Areas A & B: N=45; Area A: N=19; Area B: N=26

#### ***Data Summary***

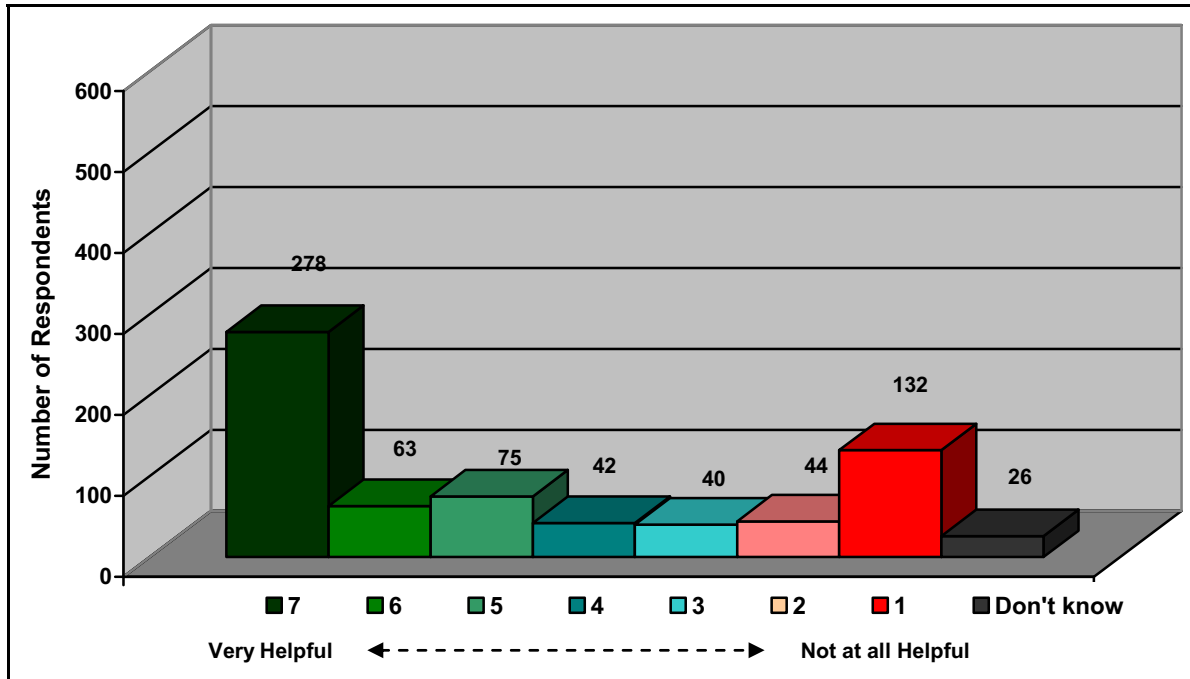
Of the total 45 respondents in Areas A and B who reported they were not satisfied with the on-call scrap metal recycling collection, the majority (71%) had no suggested improvements. Several respondents suggested providing residents with more information; accepting smaller forms of scrap metal; not requiring an advanced call to pick up this material; providing a quicker response time when pick up is requested; and schedule more frequent pick ups.



**Question 13. Now, using a scale of 1 to 7 where 1 is not at all helpful and 7 is very helpful, I'd like you to rate how helpful each of the following changes would be to curbside recycling.**

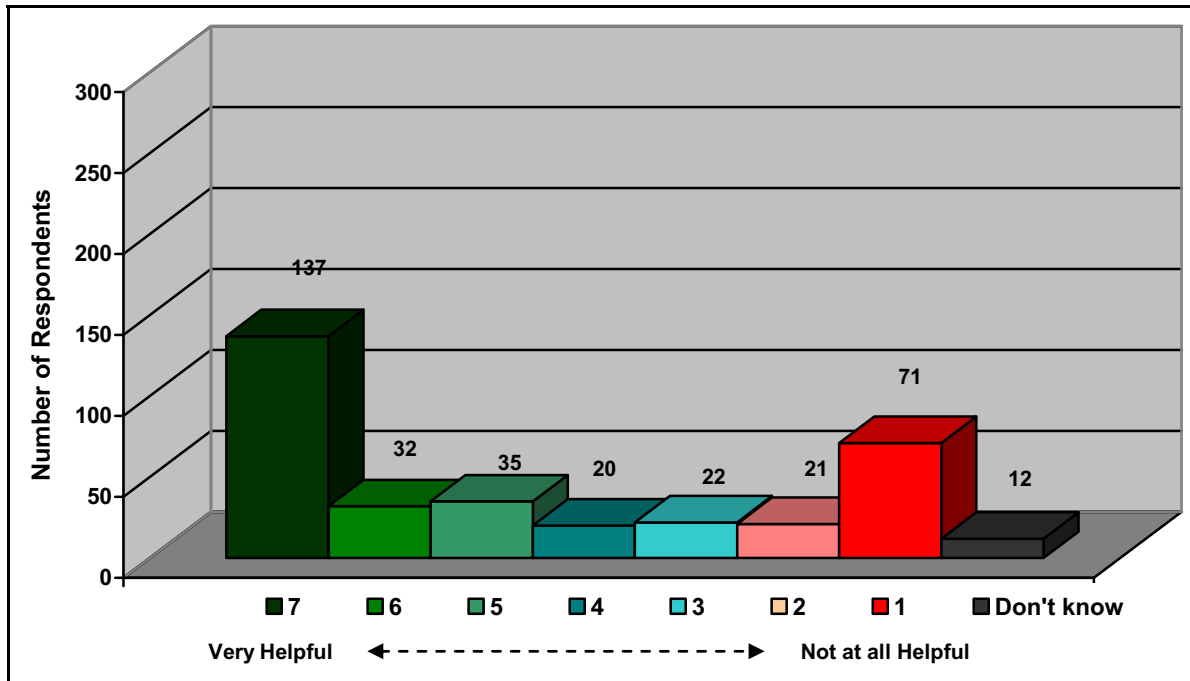
**Have the County provide a larger (trash can sized) recycling container for bottles and cans**

**Areas A & B**



Areas A & B: N=700

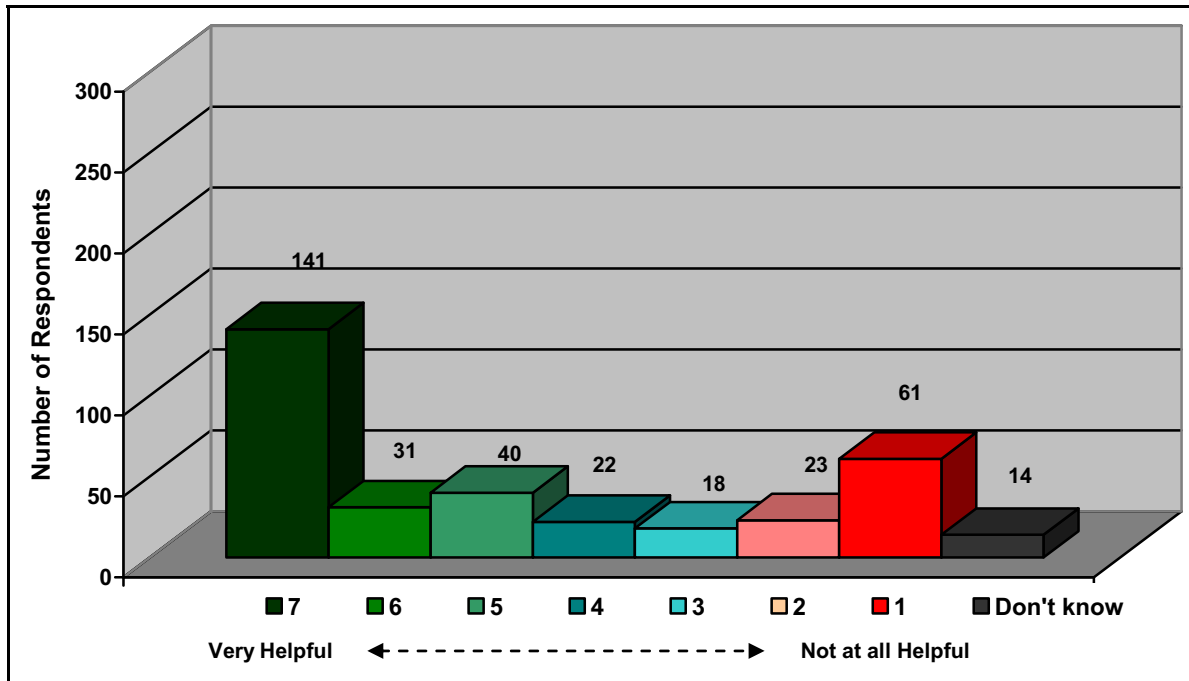
**Area A**



Area A: N=350



### Area B



Area B: N=350

### Data Summary

Of the total 700 respondents, 341 respondents (49%) reported that having the County provide a larger recycling container for bottles and cans would be very helpful, while 176 respondents (25%) reported that it would not be helpful. One hundred fifty-seven respondents (22%) said it would be helpful, somewhat helpful, or neither helpful nor not helpful. Twenty-six respondents (4%) reported they did not know if having a larger container would be helpful.

In Area A, of the 350 respondents, 169 respondents (48%) reported that having the County provide a larger recycling container for bottles and cans would be very helpful, while 92 respondents (26%) reported that it would not be helpful. Seventy-seven respondents (22%) said it would be helpful, somewhat helpful, or neither helpful nor not helpful. Twelve respondents (~3%) reported they did not know if having a larger container would be helpful.

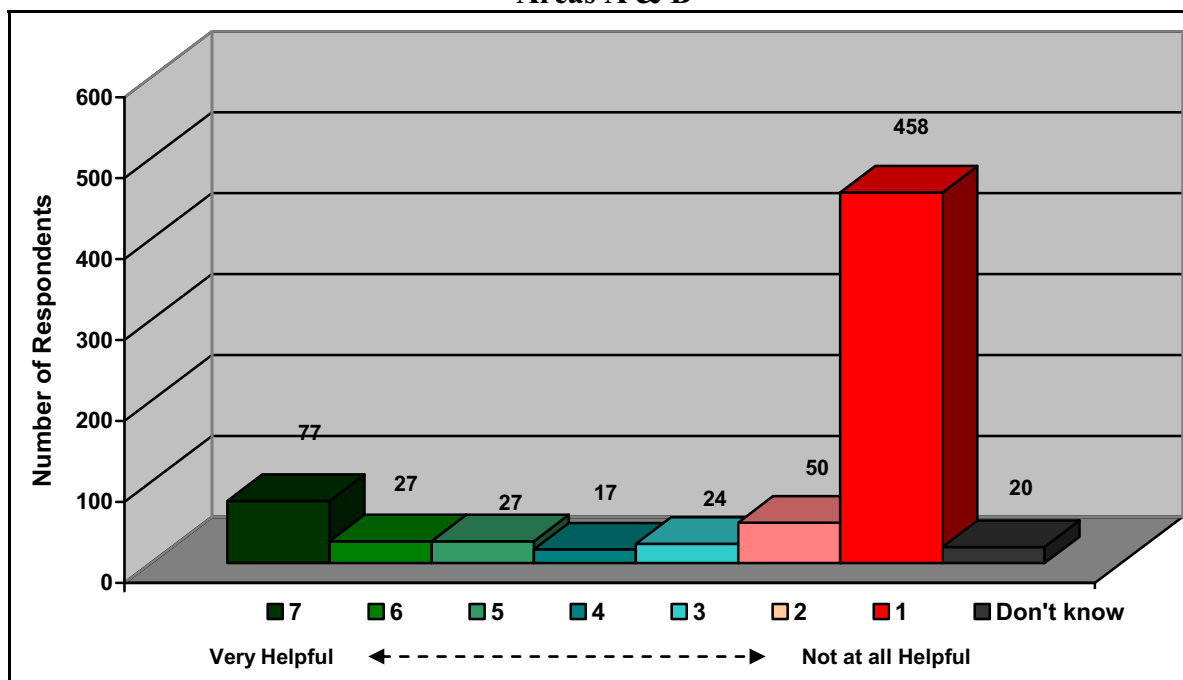
In Area B, of the 350 respondents, 172 respondents (49%) reported that having the County provide a larger recycling container for bottles and cans would be very helpful, while 84 respondents (24%) reported that it would not be helpful. Eighty respondents (23%) said it would be helpful, somewhat helpful, or neither helpful nor not helpful. Fourteen respondents (4%) reported they did not know if having a larger container would be helpful.

Similar data was observed in Area A and B with at least 48 percent of the respondents within each Area reporting that having the County provide a larger recycling container for bottles and cans would be very helpful, and over 16 percent in each Area stating it would be at least somewhat helpful.



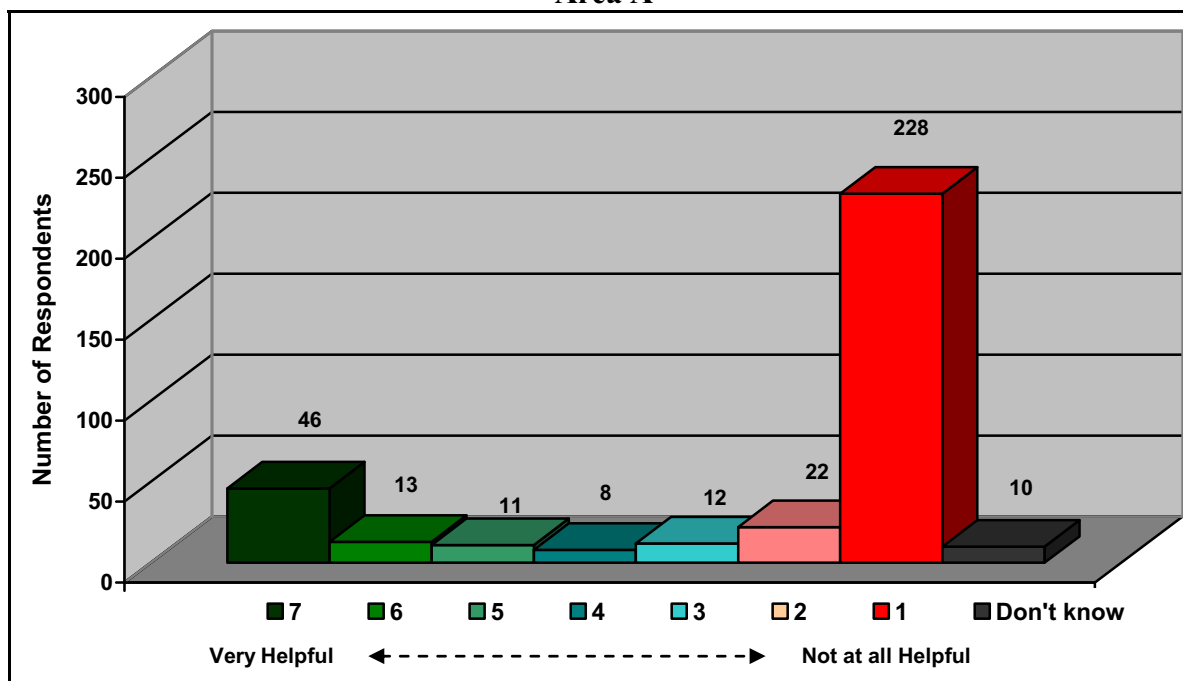
**Decrease the size of the current recycling containers for bottles and cans**

**Areas A & B**



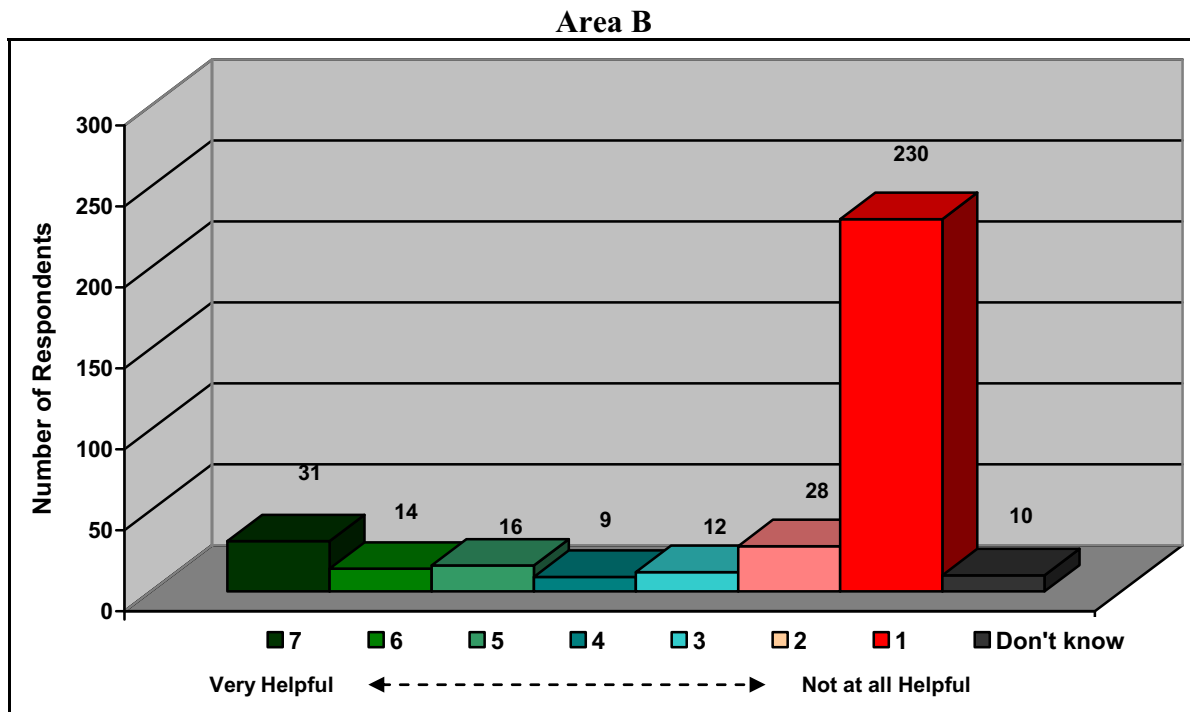
Areas A & B: N=700

**Area A**



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, the majority, 508 respondents (73%), reported that decreasing the size of the current recycling container for bottles and cans would not be helpful, while 104 respondents (15%) reported that it would be very helpful. Forty-four respondents (6%) said it would be helpful or somewhat helpful, while 24 respondents (3%) reported it would be neither helpful nor not helpful. Twenty respondents (3%) reported they did not know if decreasing the size of the container would be helpful.

In Area A, of the 350 respondents, the majority, 250 respondents (71%) reported that decreasing the size of the current recycling container for bottles and cans would not be helpful, while 59 respondents (17%) reported that it would be very helpful. Nineteen respondents (5%) said it would be helpful or somewhat helpful, while 12 respondents (3%) reported it would be neither helpful nor not helpful. Ten respondents (3%) reported they did not know if decreasing the size of the container would be helpful.

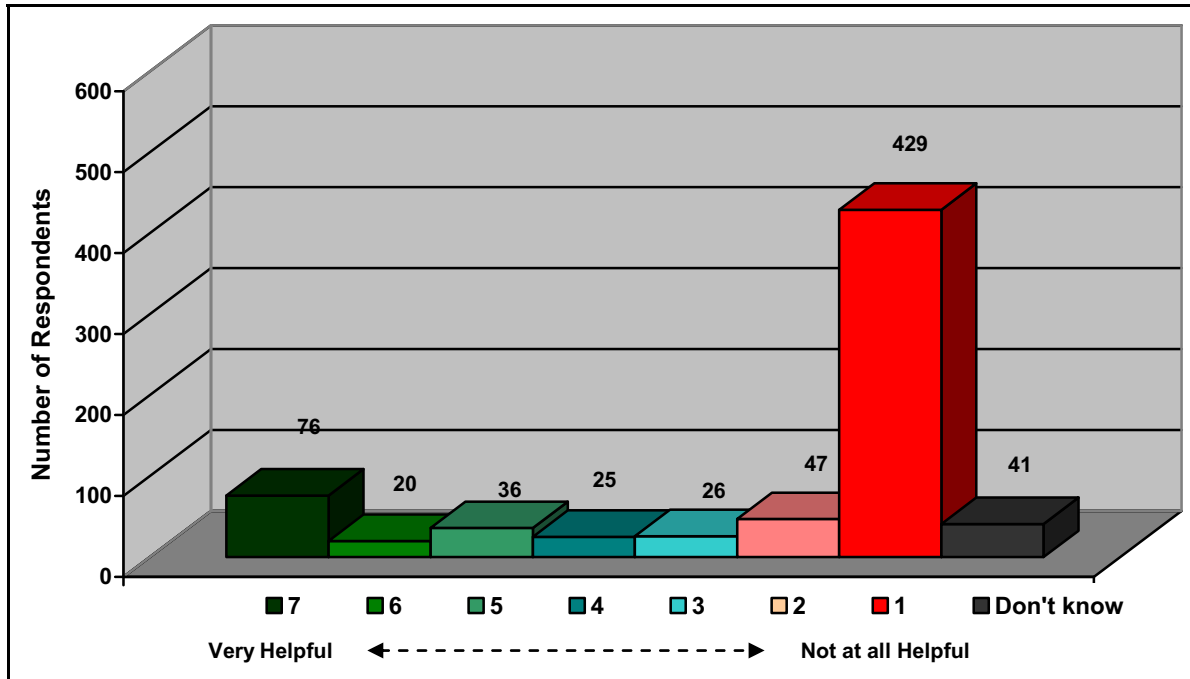
In Area B, of the 350 respondents, the majority, 258 respondents (74%) reported that decreasing the size of the current recycling container for bottles and cans would not be helpful, while 45 respondents (13%) reported that it would be very helpful. Twenty-five respondents (7%) said it would be helpful or somewhat helpful. Twelve respondents (3%) reported it would be neither helpful nor not helpful. Ten respondents (3%) reported they did not know if decreasing the size of the container would be helpful.

Similar data was observed in Area A and B with over 71 percent of the respondents within each Area reporting that decreasing the size of the current recycling container for bottles and cans would not be helpful, while 13 to 17 percent thought it would be helpful.



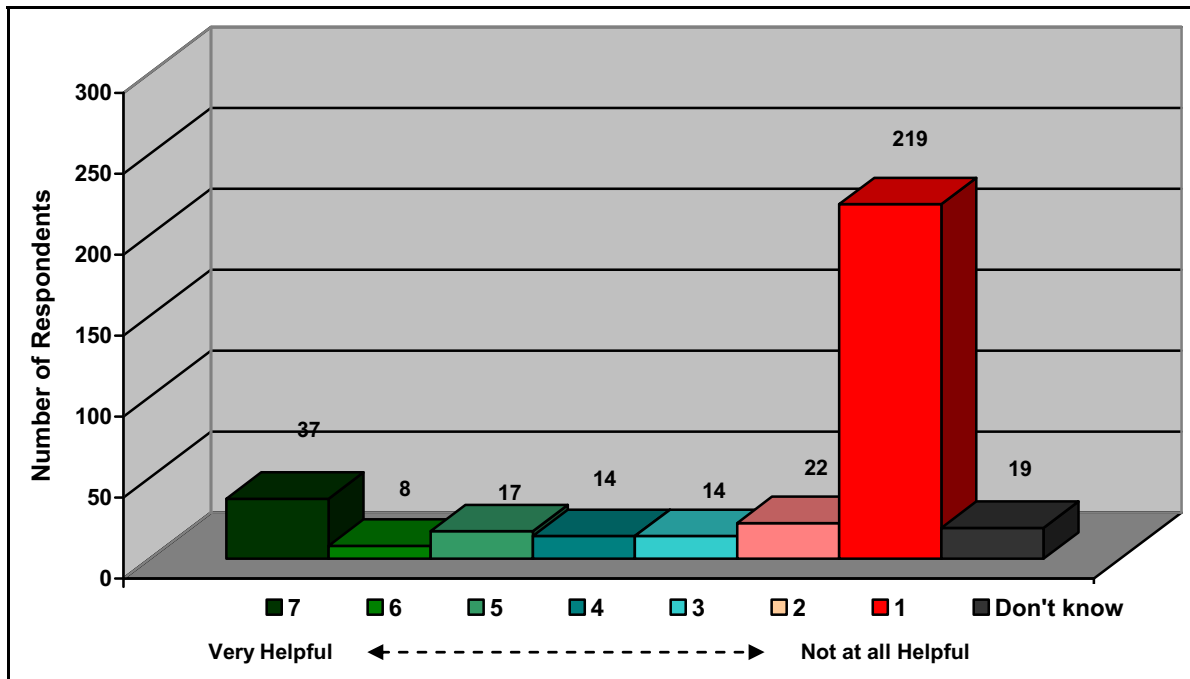
**Decrease the size of the current recycling container/cart for mixed paper**

**Areas A & B**



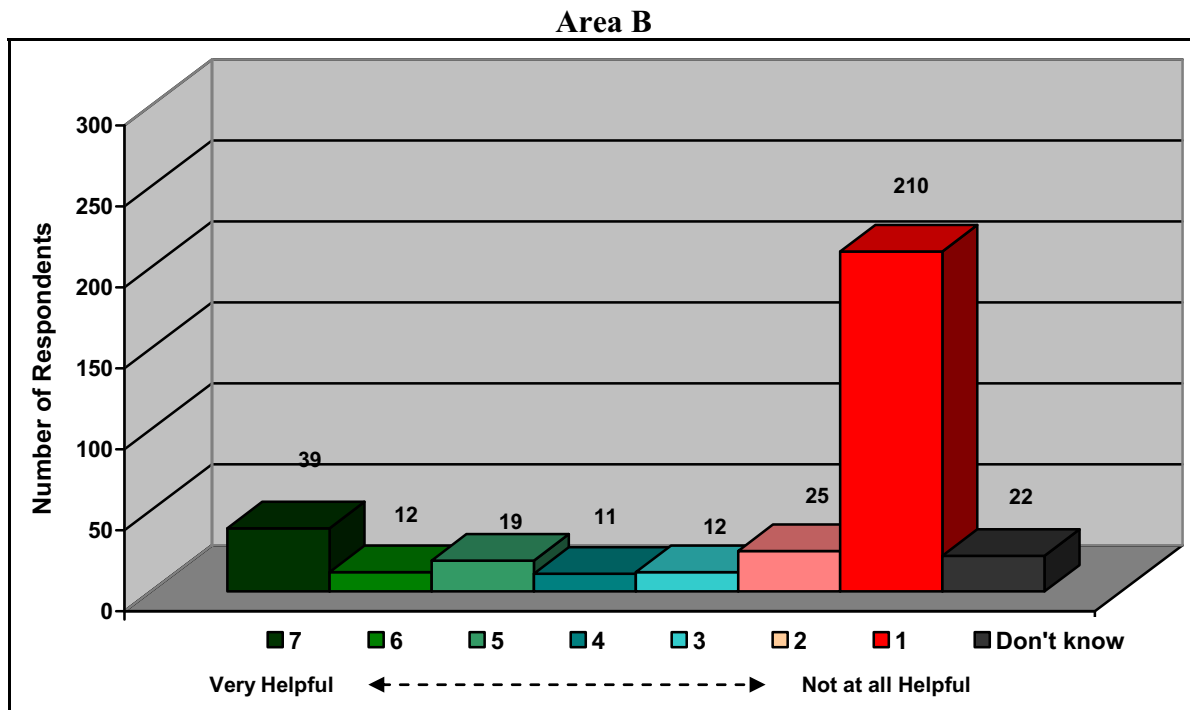
Areas A & B: N=700

**Area A**



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, the majority, 476 respondents (68%) reported that decreasing the size of the current recycling container/cart for mixed paper would not be helpful, while 96 respondents (14%) reported that it would be very helpful. Sixty-one respondents (9%) said it would be helpful or somewhat helpful and 26 respondents (4%) reported it would be neither helpful nor not helpful. Forty-one respondents (6%) reported that they did not know if decreasing the size of the container/cart would be helpful.

In Area A, of the 350 respondents, the majority, 241 respondents (69%) reported that decreasing the size of the current recycling container/cart for mixed paper would not be helpful, while 45 respondents (13%) reported that it would be very helpful. Thirty-one respondents (9%) said it would be helpful or somewhat helpful. Fourteen respondents (4%) reported it would be neither helpful nor not helpful. Nineteen respondents (5%) reported that they did not know if decreasing the size of the container/cart would be helpful.

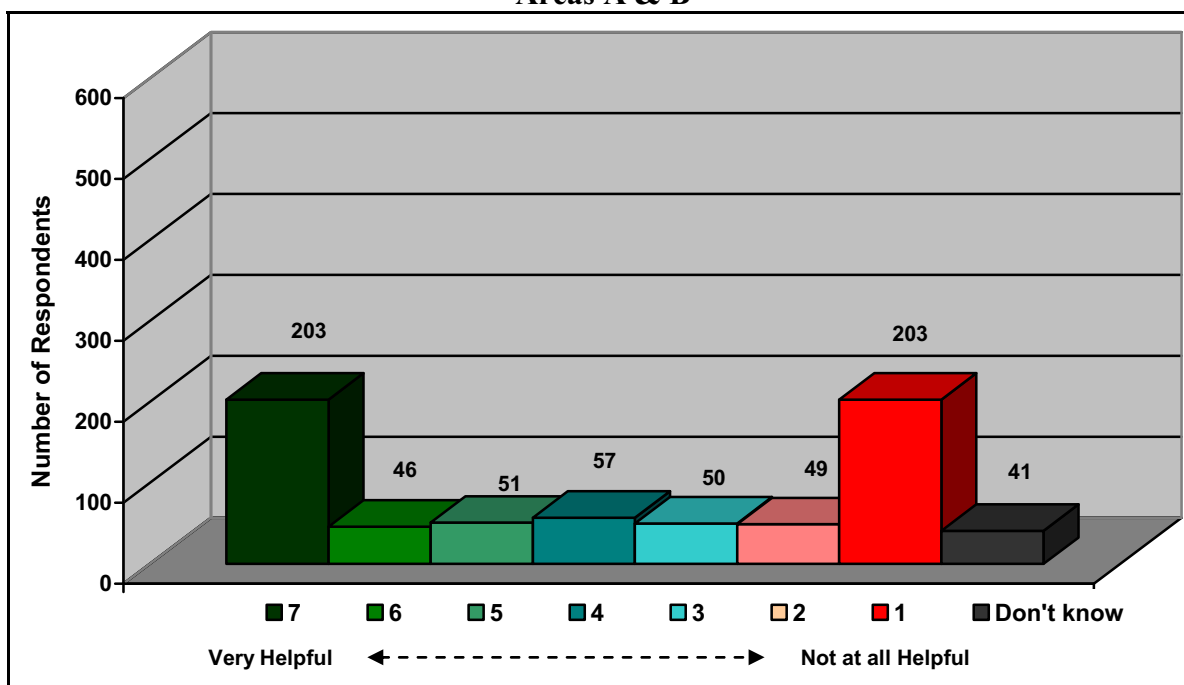
In Area B, of the total 350 respondents, the majority, 235 respondents (67%) reported that decreasing the size of the current recycling container/cart for mixed paper would not be helpful, while 51 respondents (15%) reported that it would be very helpful. Thirty respondents (9%) said it would be helpful or somewhat helpful. Twelve respondents (3%) reported it would be neither helpful nor not helpful. Twenty-two respondents (6%) reported that they did not know if decreasing the size of the container/cart would be helpful.

Similar data was observed in Area A and B with over 67 percent of the respondents within each Area reporting that decreasing the size of the current recycling container/cart for mixed paper would not be helpful, while 13 to 15 percent thought it would be helpful.



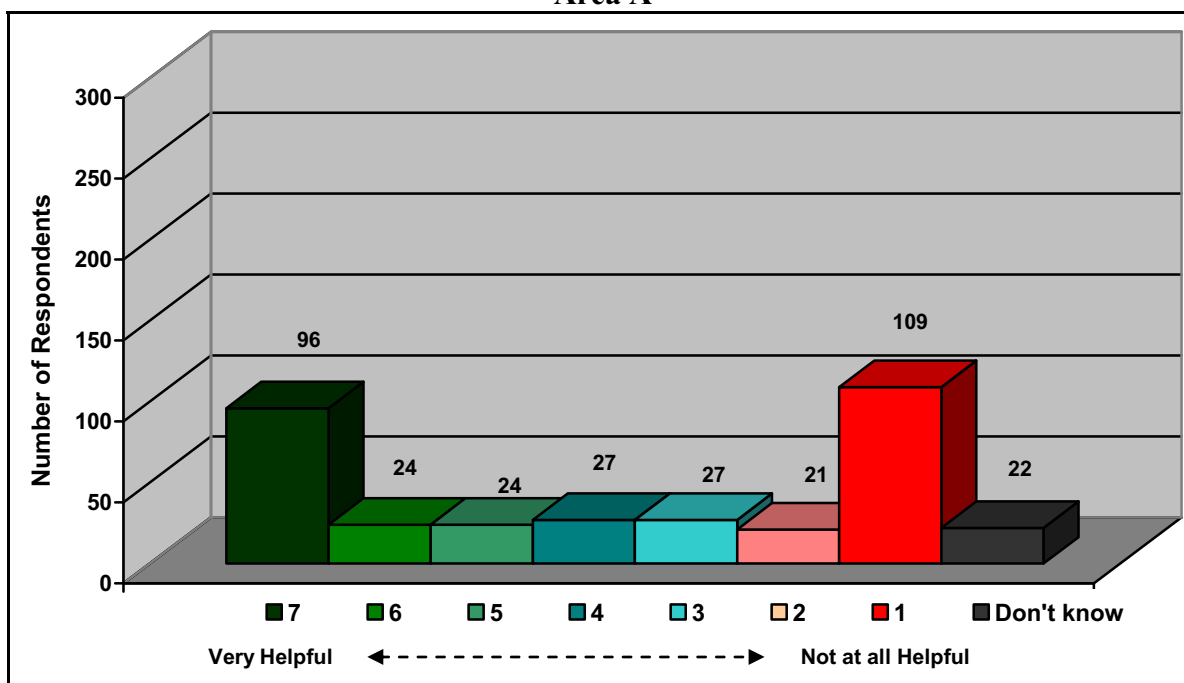
**Eliminate sorting/accept paper and glass/plastic/metal bottles and cans  
mixed in one container together**

**Areas A & B**



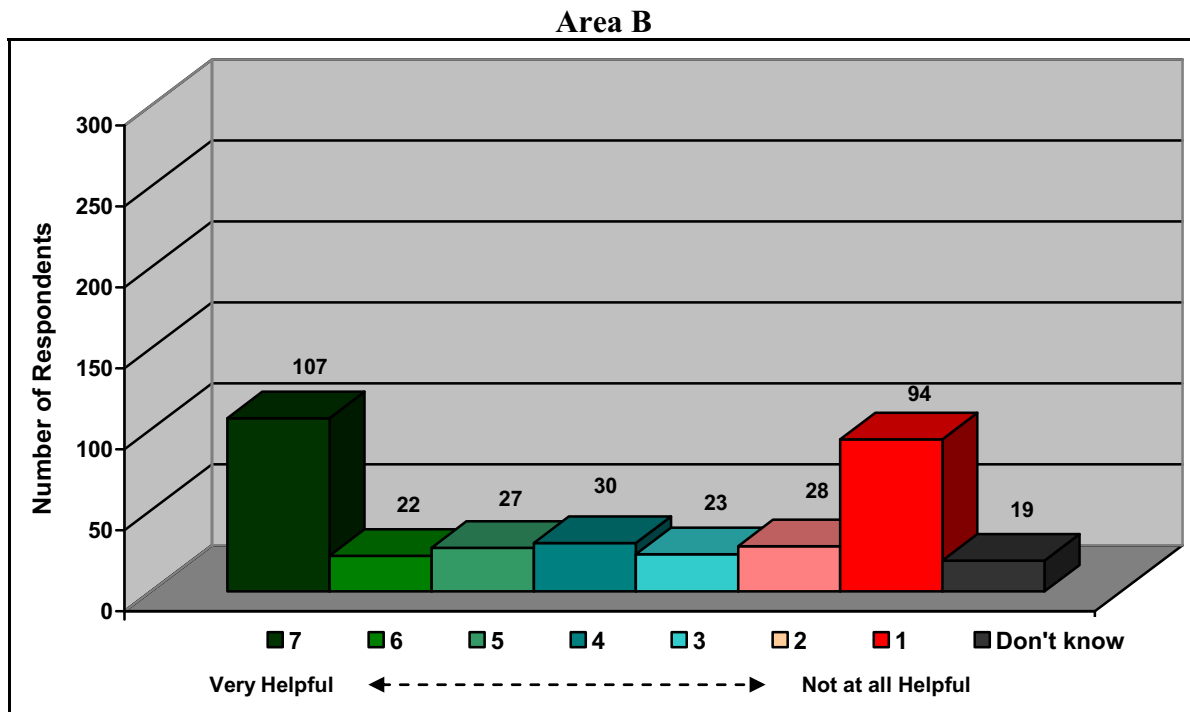
Areas A & B: N=700

**Area A**



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, just over one-third of the respondents (36%) reported that eliminating the sorting of recyclable materials would be very helpful, and the same amount of respondents (36%) reported that it would not be helpful. One hundred eight respondents (15%) said it would be helpful or somewhat helpful, while 50 respondents (7%) reported it would be neither helpful nor not helpful. Forty-one respondents (6%) reported they did not know if eliminating the sorting of recyclables would be helpful.

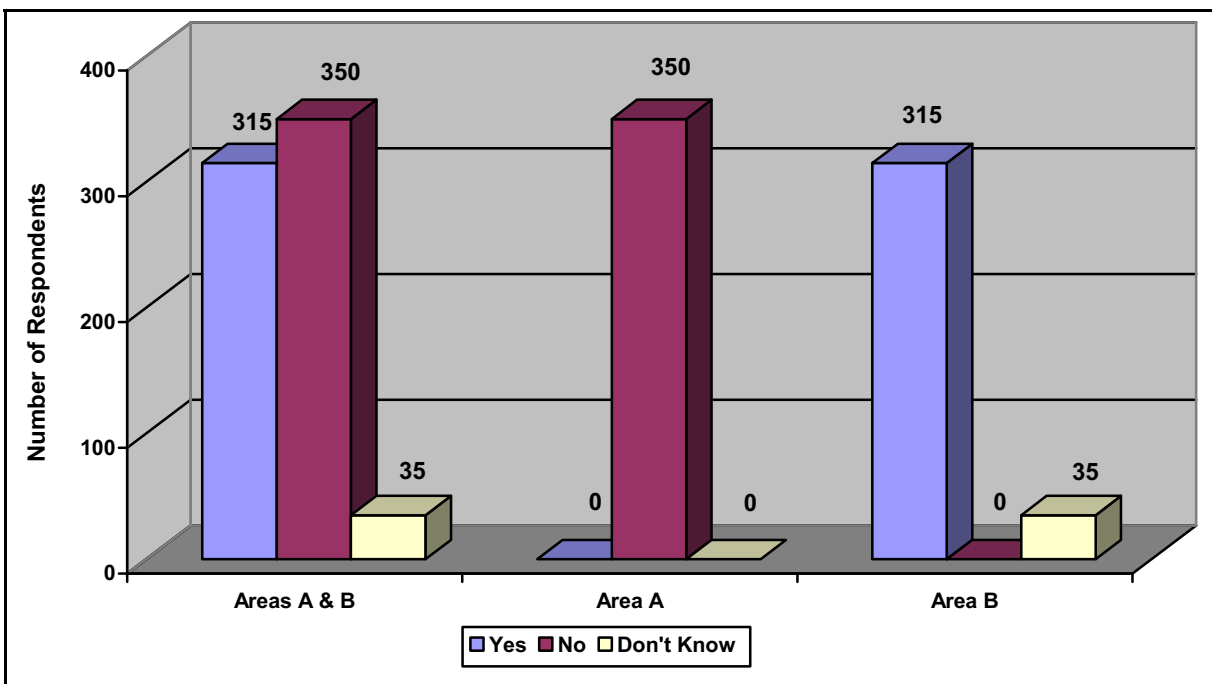
In Area A, of the 350 respondents, 130 respondents (37%) reported that it would not be helpful to eliminate sorting recyclable materials, while 120 respondents (34%) reported that it would be helpful. Fifty-one respondents (15%) said it would be helpful or somewhat helpful and 27 respondents (8%) reported it would be neither helpful nor not helpful. Twenty-two respondents (6%) reported they did not know if eliminating the sorting of recyclables would be helpful.

In Area B, of the 350 respondents, 122 respondents (35%) reported it would not be helpful, while 129 respondents (37%) reported it would be helpful to eliminate sorting of recyclable materials. Fifty-seven respondents (16%) said it would be helpful or somewhat helpful and 23 respondents (7%) reported it would be neither helpful nor not helpful. Nineteen respondents (5%) reported they did not know if eliminating the sorting of recyclable materials would be helpful.

Data from the two Areas showed a similar percentage of the respondents within each Area A and B (35% to 37%) reported that it would not be helpful for the County to eliminate the sorting of recyclable materials; however, an almost similar percentage in both Areas thought it would be helpful.



**Question 14. Do you contract with a private company for your trash/refuse collection?**



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

**Data Summary**

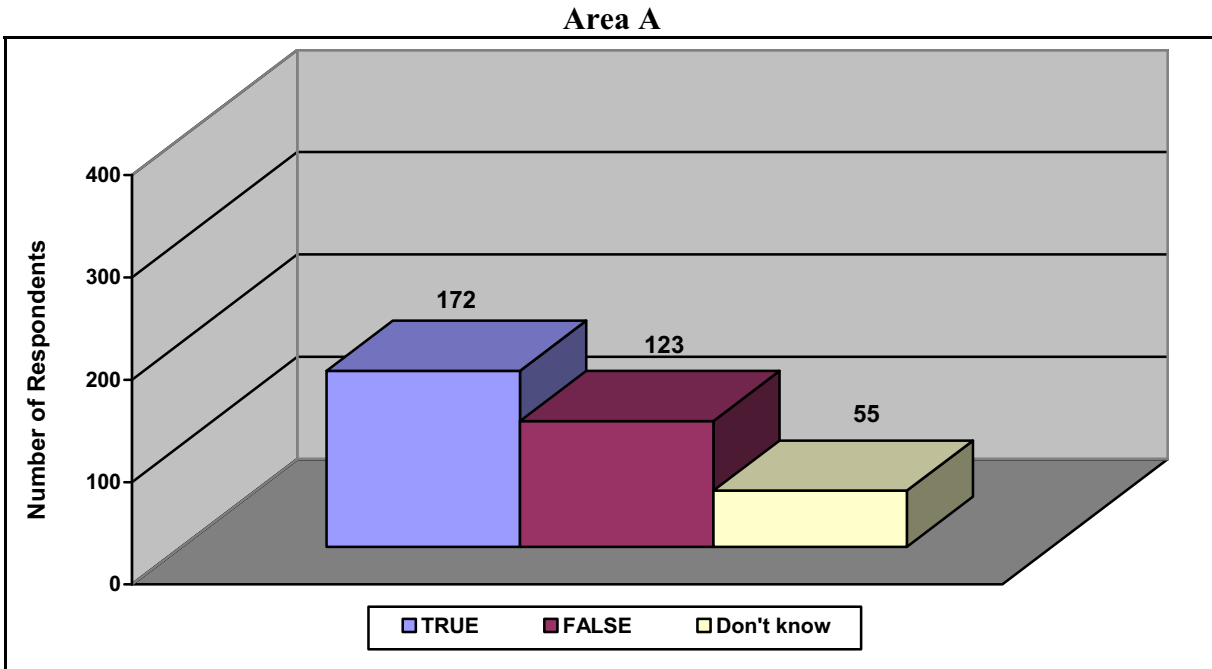
Of the total 700 respondents, 315 respondents (45%) reported they have a contract with a private company for trash/refuse collection. Thirty-five respondents (5%) reported they were not sure they had a contract with a private collection firm.

Based on their responses, these 350 respondents were thanked for their time, and not asked to continue with the survey questions related to the County trash and refuse collection services which are applicable only to residents of single-family homes and townhomes within Area A.



**Question 15. (Area A Only) - Now, I'm going to read you a list of statements about trash collection. For each one, please tell me if you think it is true or false. If you're not sure, just say don't know.**

**Trash may be left at the curbside in plastic bags**



Area A: N=350

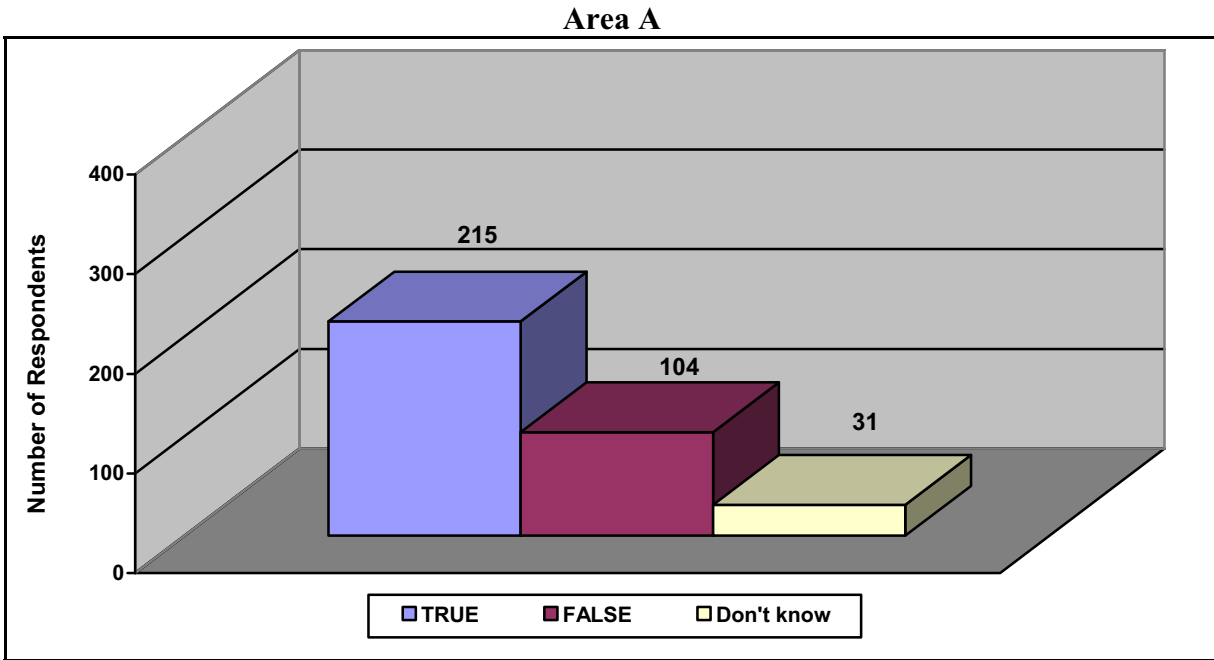
*Note: This statement is false since Montgomery County requires all trash for collection to be placed at the curb in plastic or metal containers.*

***Data Summary***

Of the total 350 respondents in Area A, 123 respondents (35%) knew it was false, 172 respondents (49%) thought this was true, and 55 respondents (16%) reported they did not know if the statement was true or false.



**Trash must be in trash cans with tight-fitting lids**



Area A: N=350

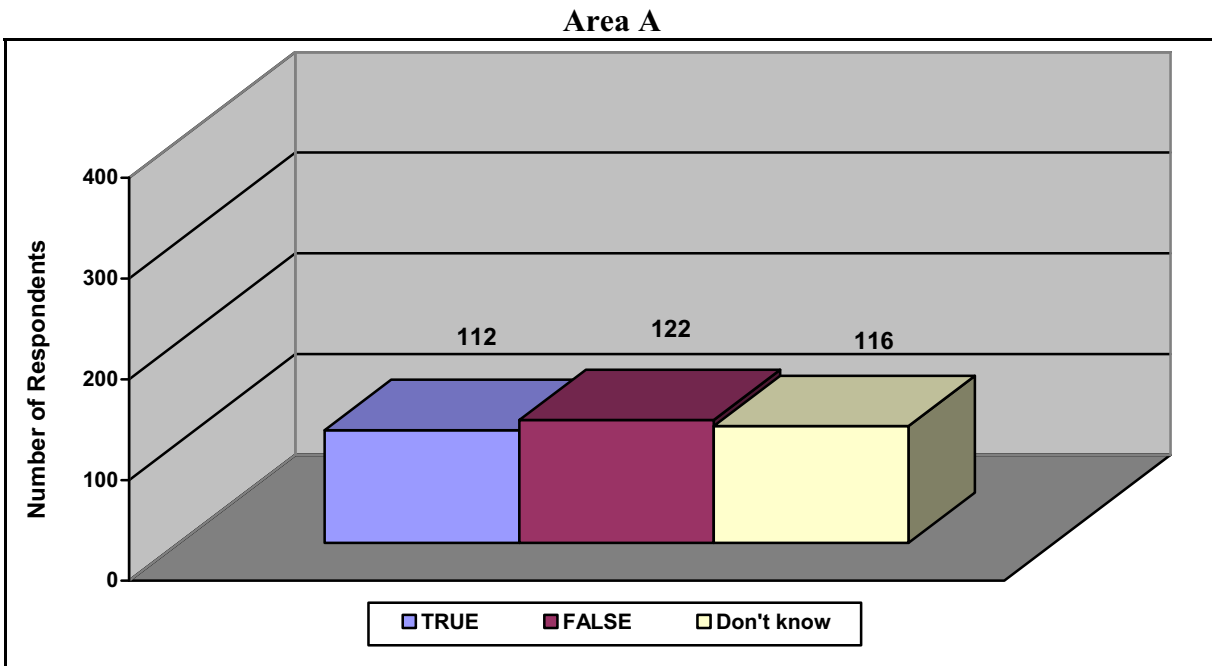
**Note:** This statement is true since Montgomery County requires all plastic or metal trash containers to have a tight fitting lid.

***Data Summary***

Of the total 350 respondents in Area A, the majority, 215 respondents (61%) knew this was true, while 104 respondents (30%) thought it was incorrect, and 31 respondents (9%) reported they did not know if the statement was true or false.



**There is no weight limit for trash containers placed at the curbside for weekly pickup**



Area A: N=350

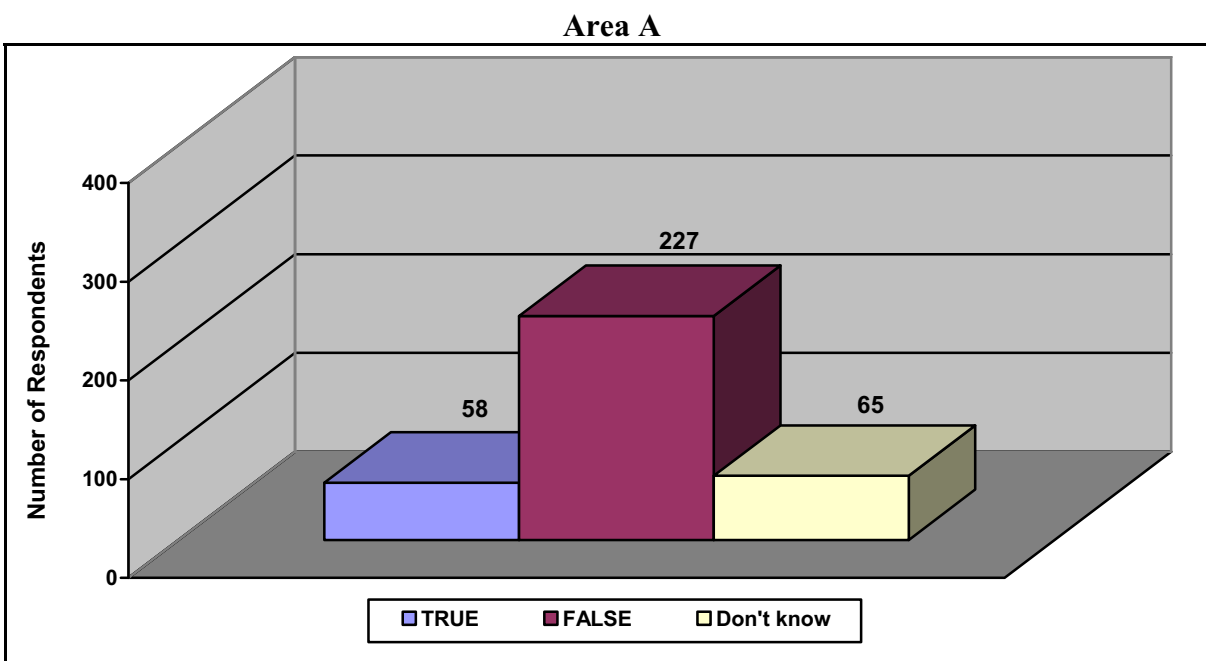
***Note: This statement is false since in Montgomery County each bag or container left for collection cannot exceed 45 pounds.***

***Data Summary***

Of the total 350 respondents in Area A, 122 respondents (35%) knew it was false, 112 respondents (32%) thought this was true, and 116 respondents (33%) reported they did not know if the statement was true or false.



## Furniture and other large items are picked up weekly from curbside



Area A: N=350

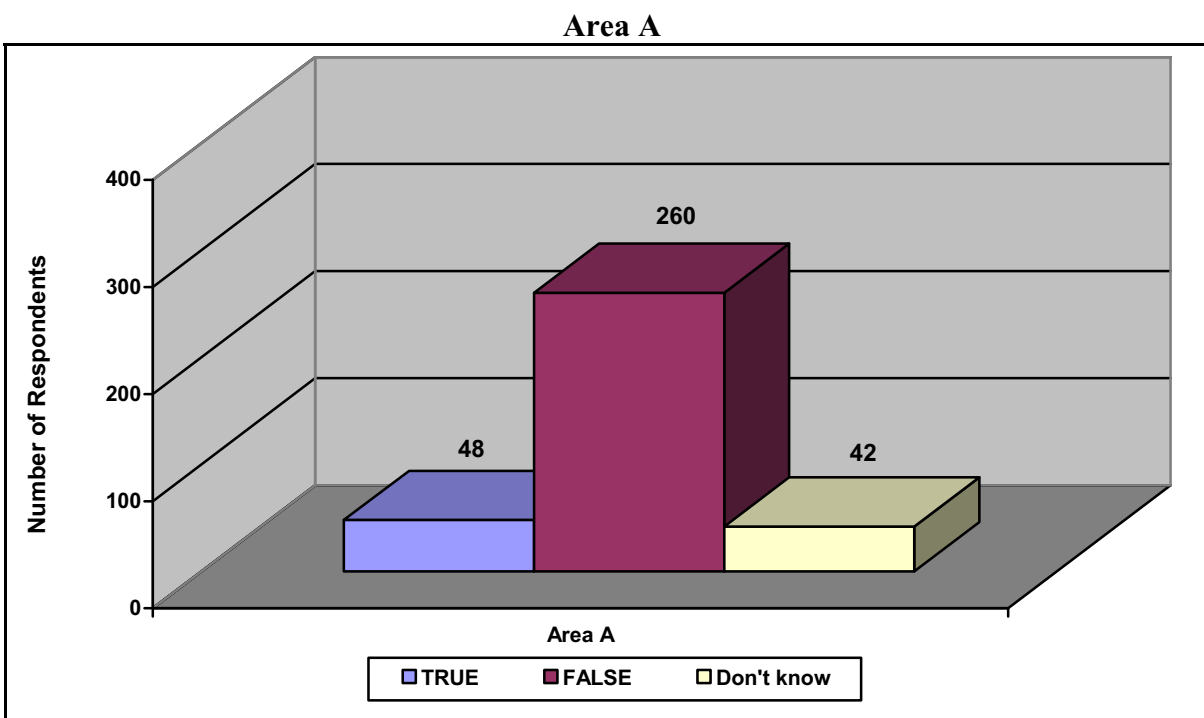
*Note: This statement is false since furniture is considered a bulk trash item and residents must call 24 hours in advance to arrange for a scheduled pick up.*

### ***Data Summary***

Of the total 350 respondents in Area A, the majority, 227 respondents (65%) knew this statement was false, while 58 respondents (17%) thought this was true. Sixty-five respondents (18%) reported they did not know if this statement was true or false.



**I can leave trash cans at the curb all week**



Area A: N=350

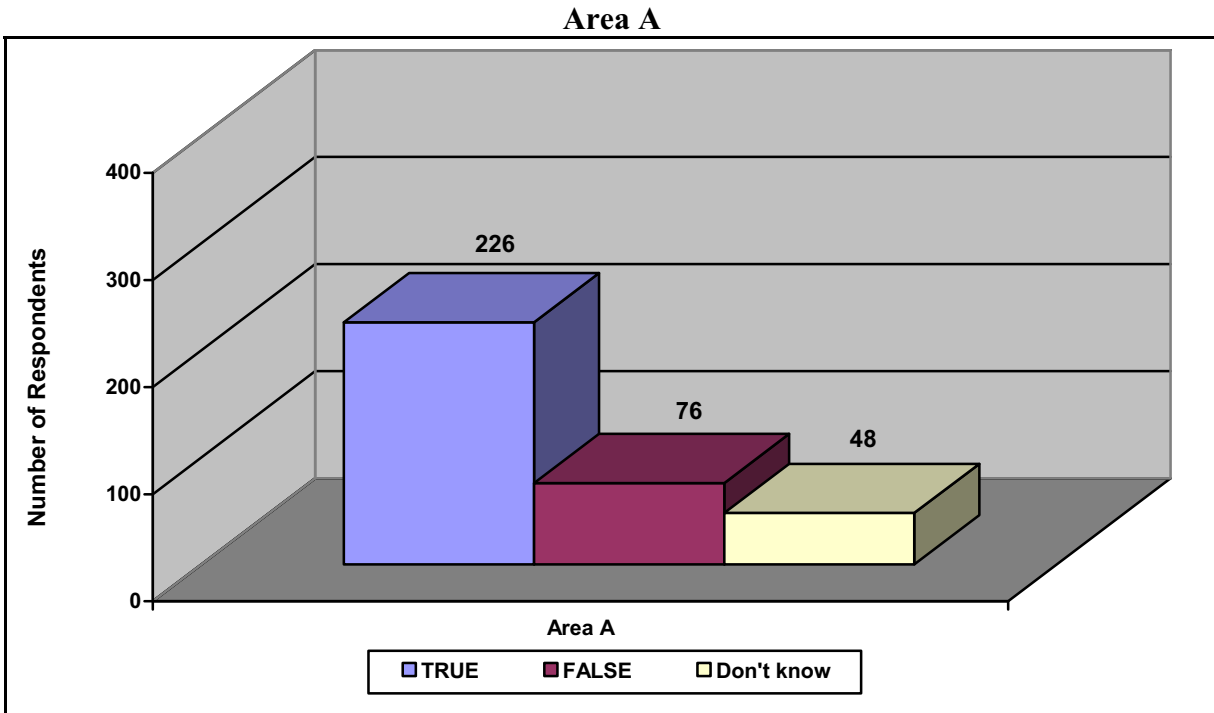
**Note:** This statement is false since Montgomery County requires all containers to be placed at the curb no more than one day prior to collection day and be removed within 24 hours of collection.

***Data Summary***

Of the total 350 respondents in Area A, the majority, 260 respondents (74%), knew this statement was false, while 48 respondents (14%) thought this was true. Forty-two respondents (12%) reported they did not know if this statement was true or false.



**Trash may be loose in cans but should be bagged for sanitary purposes**



Area A: N=350

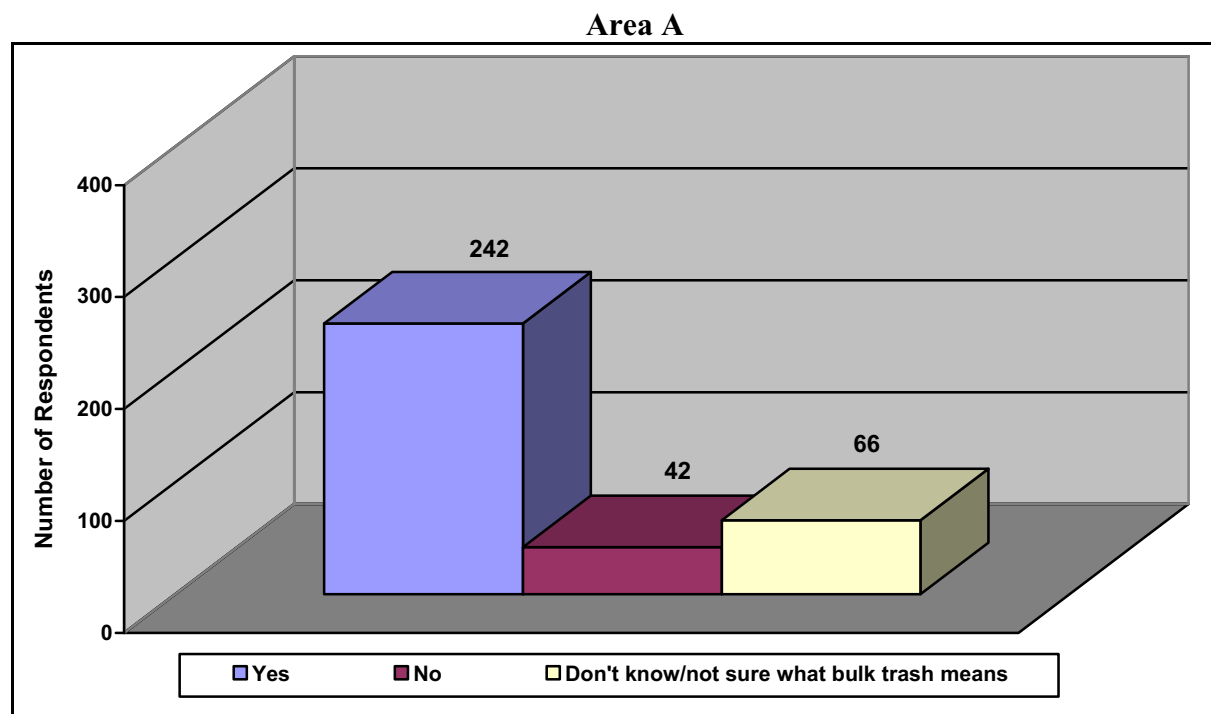
*Note: This statement is true since Montgomery County does allow containers to be filled with loose trash.*

***Data Summary***

Of the total 350 respondents in Area A, the majority, 226 respondents (65%) knew this was true, while only 76 respondents (22%) thought this statement was false. Forty-eight respondents (14%) reported they did not know if the statement was true or false.



**Question 16. (Area A Only) - Does the County's provide bulk trash collection service to single-family residents?**



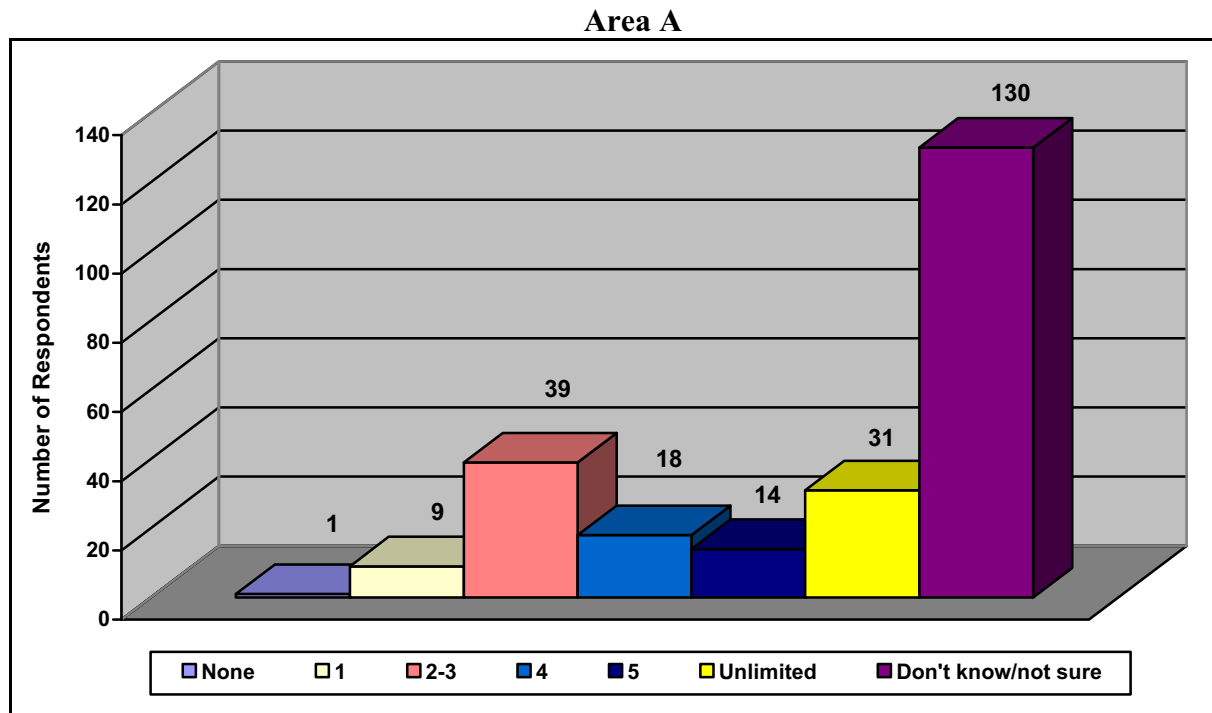
Area A: N=350

**Data Summary**

Of the total 350 respondents in Area A, the majority, 242 respondents (69%) were aware that the County provided bulk trash collection services to single-family residents, and 42 respondents (12%) were not aware that this service was available. Demographics showed that of the total respondents who were aware of this service, the majority (75%) have lived in the County for 10 years or longer. In addition, 50% of the total 242 respondents were found to be between the ages of 45 and 64. Gender differences showed no significant relationship to the tabulated responses. In contrast, even when provided with an explanation, 66 respondents of the total 350 respondents (19%) reported they did not understand what the term bulk trash meant and data show that race or ethnicity did not play a role in the response of this group.



**Question 17. (Area A Only) - How many bulk trash collections does the County provide to residents per year?**



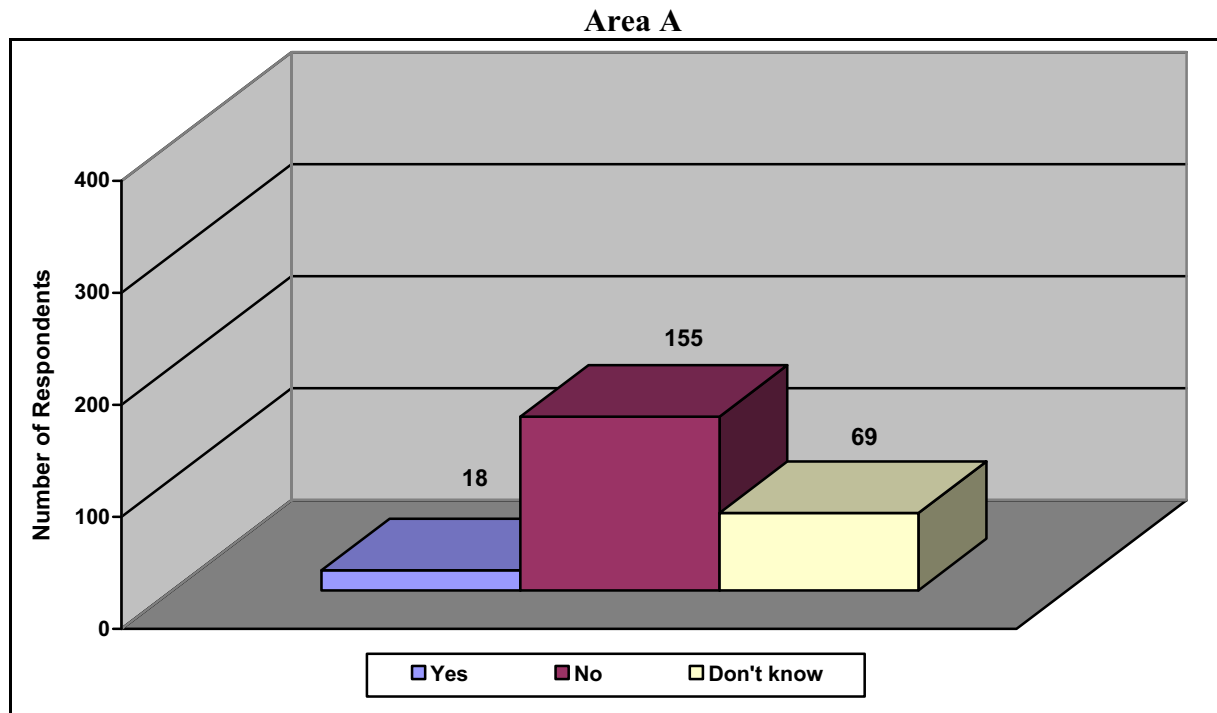
Area A: N=242

**Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, the majority, 130 respondents (54%) reported they did not know or were unsure how many collections were provided per year. Of the remaining respondents, 39 respondents (16%) thought that the County provided two or three bulk trash collections per year, 31 respondents (13%) reported unlimited bulk trash collections per year, and 18 respondents (7%) reported four bulk trash collections per year. Only 14 respondents (6%) reported five bulk trash collections per year, while 9 respondents (3%) reported one bulk trash collection per year. Only 1 respondent reported none were provided. Years of residency in Montgomery County or gender differences showed no significant relationship to the tabulated responses based on demographic data.



**Question 18. (Area A Only) - Does the County charge an additional fee to residents for bulk trash collection?**



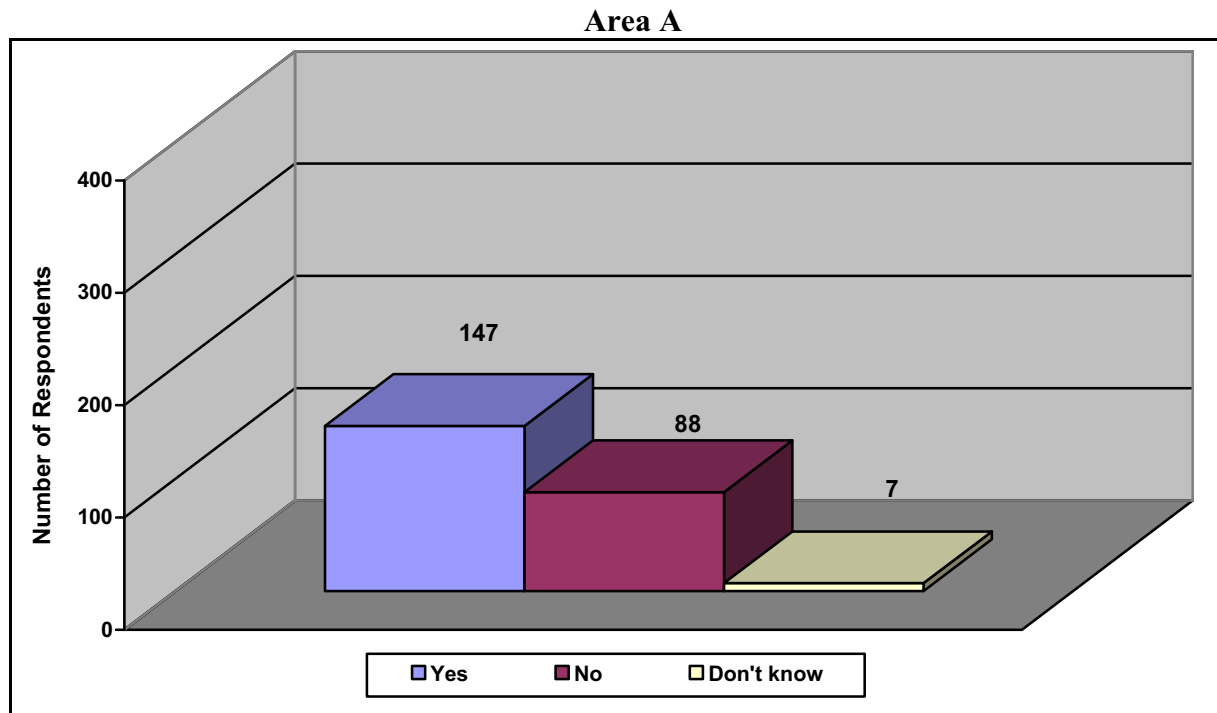
Area A: N=242

**Data Summary**

Of the total 242 respondents in Area A who reported were aware of the County's bulk trash collection service, the majority, 155 respondents (64%) knew there was no cost for this service, while 18 respondents (7%) reported they thought there was a fee. Of the total respondents who were aware there was no fee for this service, the majority either have lived in the County for 10 years or longer (77%), were college graduates (50%), had an income of over \$100K (40%), or were between the ages of 45 and 64 (50%). Sixty-nine respondents (29%) reported they did not know or were unsure if there was an additional fee for bulk trash collection. Gender differences showed no significant relationship to the tabulated responses.



**Question 19 (Area A Only) - Have you ever used the County's bulk trash collection service?**



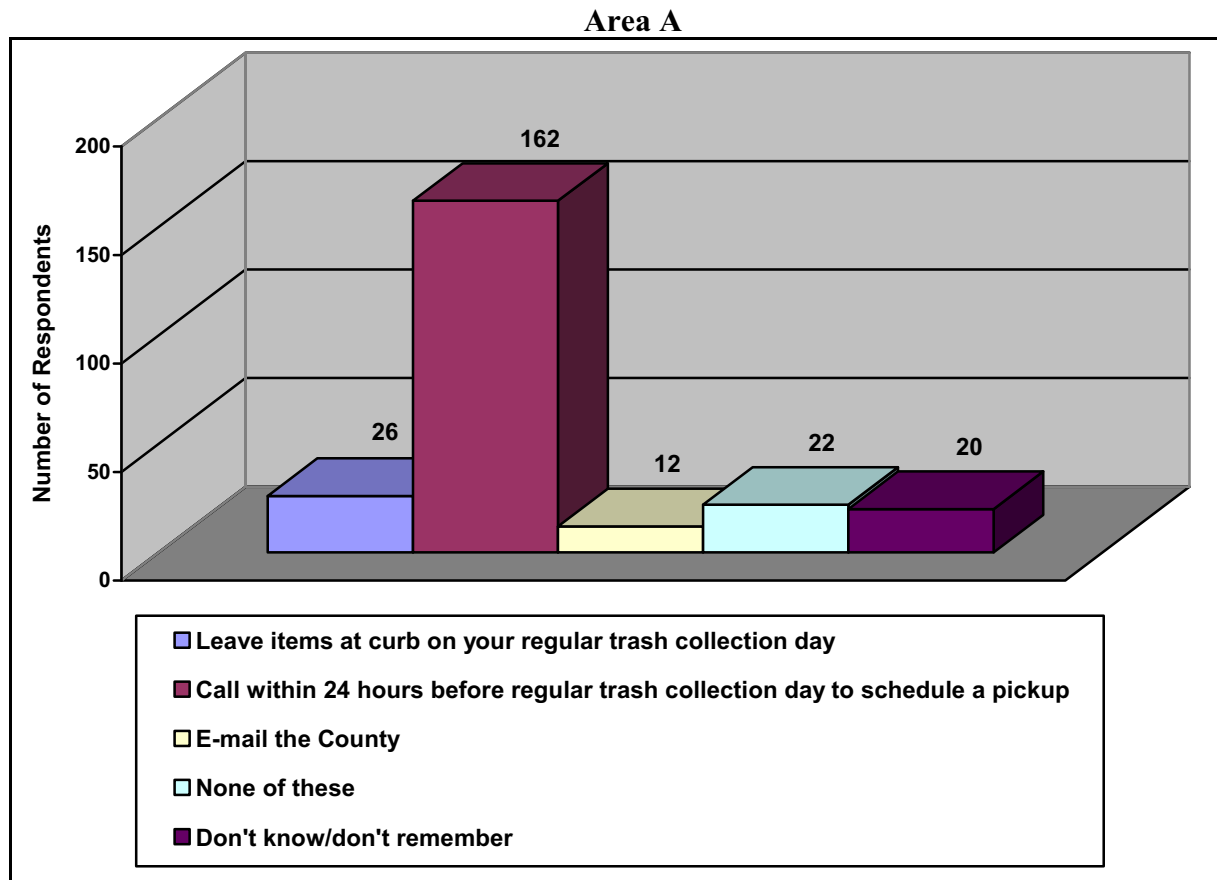
Area A: N=242

**Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, the majority, 147 respondents (61%) indicated that they had used the bulk trash collection service. Eighty-eight respondents (36%) said they had not used this service. Demographic data showed that of those 147 respondents who had used this service, the majority have lived in the County for over 10 years (84%) or reported an income of over \$100K (40%). Seven respondents (3%) reported they did not know or were unsure if they had ever used bulk trash collection. Gender differences showed no significant relationship to the tabulated responses.



**Question 20. (Area A Only) - Which of the following best describes how to arrange for County bulk trash collection?**



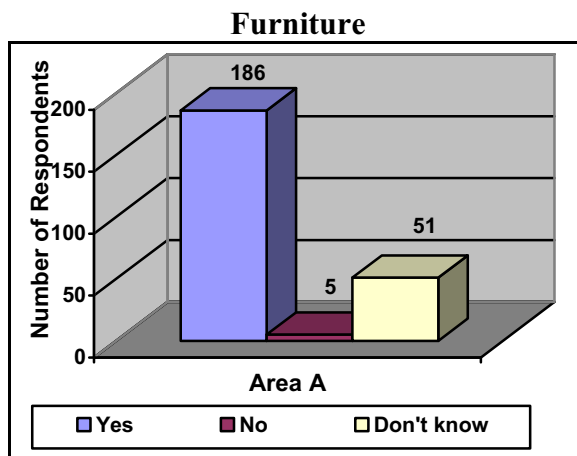
Area A: N=242

**Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, the majority, 162 respondents (67%), knew to call within 24 hours before regular recycling collection day to schedule a pick up. Demographic data showed that of the total respondents who knew to call ahead, over 74 percent have lived in the County for 10 years or more, or were at least college graduates (71%). In addition and a slightly higher number of this group were female. Twenty-six respondents (11%) thought they could leave items at the curb on their regular recycling collection day, 12 respondents (5%) e-mailed the County, 22 respondents (9%) reported other forms of arranging a bulk trash collection, and 20 respondents (8%) did not recall how they arranged for collection.



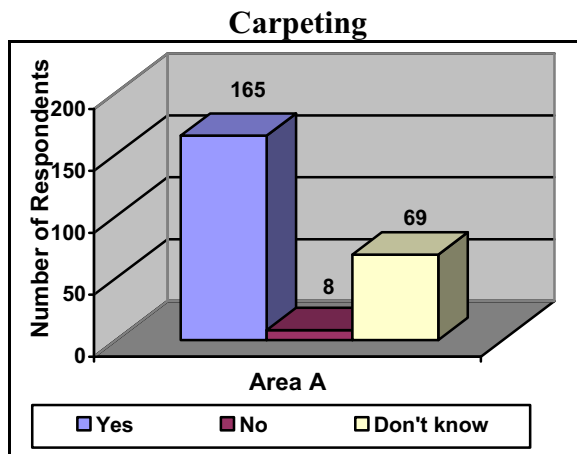
**Question 21. (Area A Only) - I'm going to read you a list of materials. For each one, please tell me whether or not the County will pick up this material from your curbside as bulk trash if requested. If you're not sure, just say don't know.**



Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, 186 respondents (77%) knew that furniture was collected as part of this program. Of these 186 respondents, almost 50 percent were between the ages of 45 and 64. Additionally, based on demographic data, 71 percent of that group were at least college graduates, or reported they have lived in the County for 10 years or more. Only 5 respondents (2%) said it was not collected, while 51 respondents (21%) reported they did not know if the County picked up furniture from curbside as part of bulk collection.

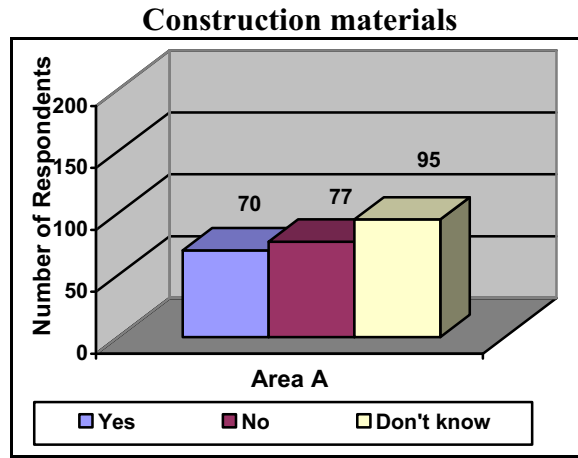


Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, 165 respondents (68%) knew that carpeting was collected as part of this program. Additionally, based on demographic data, 50 percent of that group were at least college graduates, or reported they have lived in the County for 10 years or more. Only 8 respondents (3%) said it was not collected as bulk trash, while 69 respondents (29%) reported they did not know if the County picked up carpeting from curbside as part of bulk collection.



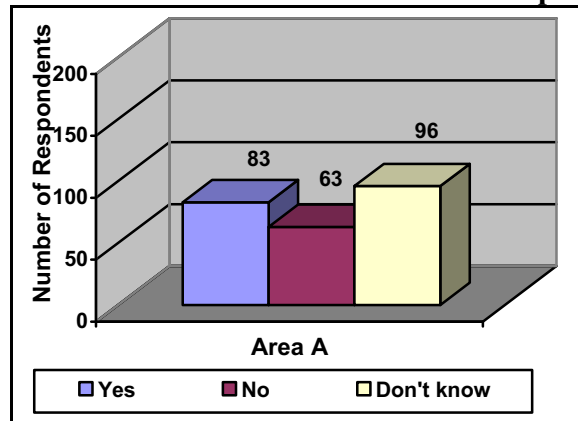


Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, 77 respondents (32%) knew that construction materials were not accepted as part of this program. Of these 77 respondents, the majority (84%) reported they have lived in the County for 10 years or more. Educational level did not impact respondents' answers for this question. Seventy respondents (29%) reported they thought these materials were accepted, and the largest percentage of respondents (39%) reported they did not know if the County picked up construction materials from curbside as part of bulk trash collection.

### **Unwanted material from home renovation projects**

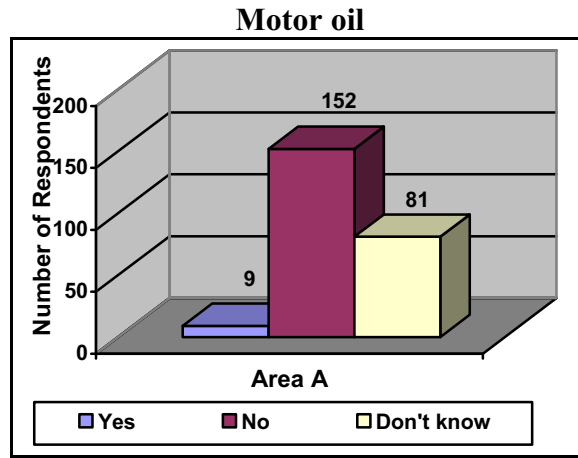


Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, only 63 respondents (26%) knew that unwanted materials from home renovation projects were not accepted as part of this program, while 83 respondents (34%) reported they thought these materials were accepted. Based on demographic data, of those who knew these materials were not accepted, the majority (84%) reported they have lived in the County for 10 years or more. Those respondents who were over age 65 were found to be much less informed about collection of this material than respondents in other age groups. Educational level did not impact the respondents' answers for this question. The largest percentage of respondents (40%) reported they did not know if the County picked up unwanted materials from home renovation projects from curbside as part of bulk trash collection.

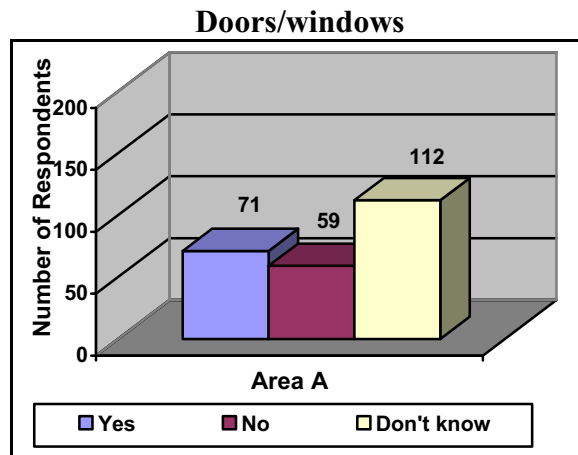




Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, the majority, 152 respondents (63%), knew that motor oil (which is classified as a hazardous substance for disposal purposes) is not accepted as part of this program. Based on demographic data, of that group, 81 percent were found to be either at least college graduates, or reported they have lived in the County for 10 years or more (82%). Only 9 respondents (4%) reported they thought motor oil was accepted, while 81 respondents (33%) reported they did not know if the County picked up motor oil from curbside as part of bulk trash collection.

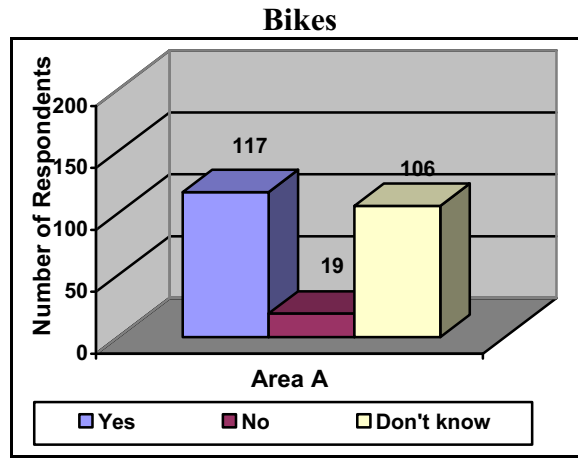


Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, 59 respondents (24%) knew these were not accepted as part of this program, while 71 respondents (29%) reported they thought these items were accepted. The largest percentage of respondents (46%) reported they did not know if the County picked up doors or windows from curbside as part of bulk trash collection. Years of residency in Montgomery County or gender differences showed no significant relationship to the tabulated responses based on demographic data.

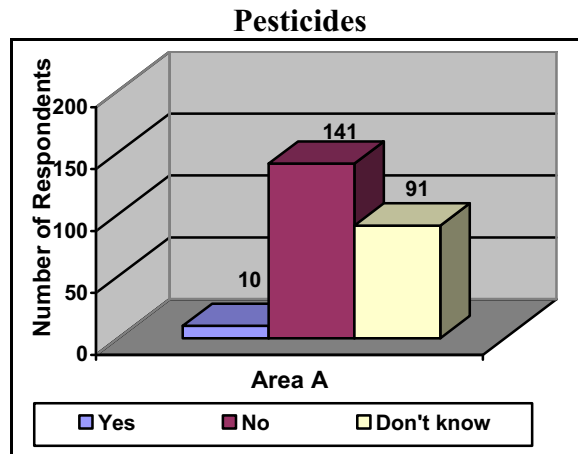




Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, only 19 respondents (8%) knew that bikes were not accepted as bulk trash (since they can be recycled as scrap metal). The largest percentage of respondents (48%) thought they were accepted as part of this program, and, an almost equal number, 106 respondents (44%) reported they did not know if the County picked up bikes from curbside as part of bulk trash collection. Years of residency in Montgomery County or gender differences showed no significant relationship to the tabulated responses based on demographic data.

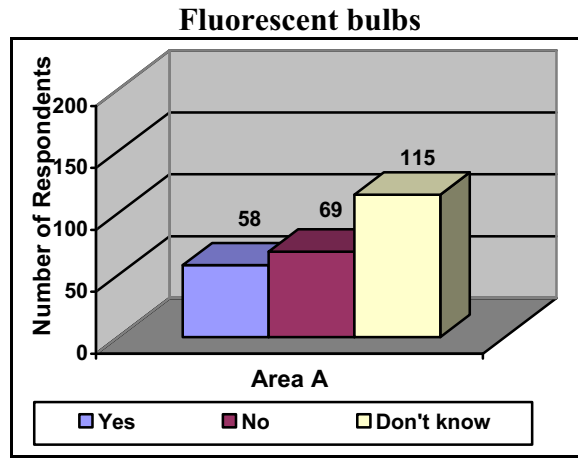


Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, 141 respondents (58%) knew that pesticides are not accepted as part of bulk trash (since they are classified as a hazardous waste for disposal purposes). Based on demographic data, of that group, 83 percent were found to be either at least college graduates, or reported they have lived in the County for 10 years or more (81%). Based on their responses, within the non-white ethnic groups, a significant difference in awareness was observed. Only 10 respondents (4%) reported they thought pesticides were accepted, and 91 respondents (38%) reported they did not know if the County picked up pesticides from curbside as part of bulk collection.

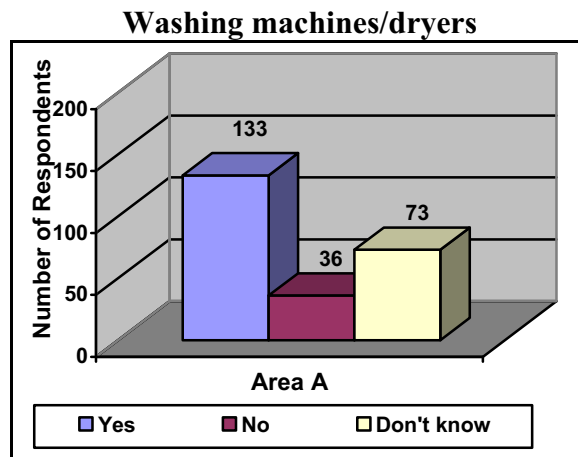




Area A: N=242

### **Data Summary**

Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, 69 respondents (29%) knew that fluorescent bulbs were not accepted as part of bulk trash (since these bulbs are considered a hazardous waste and must be taken to either the Shady Grove Transfer Station or a local Household Hazardous Waste collection site for disposal). Fifty-eight respondents (24%) thought that these bulbs were accepted as part of bulk trash while the majority, 115 respondents (47%), reported they did not know if the County picked up fluorescent bulbs from curbside as part of bulk trash collection.



Area A: N=242

### **Data Summary**

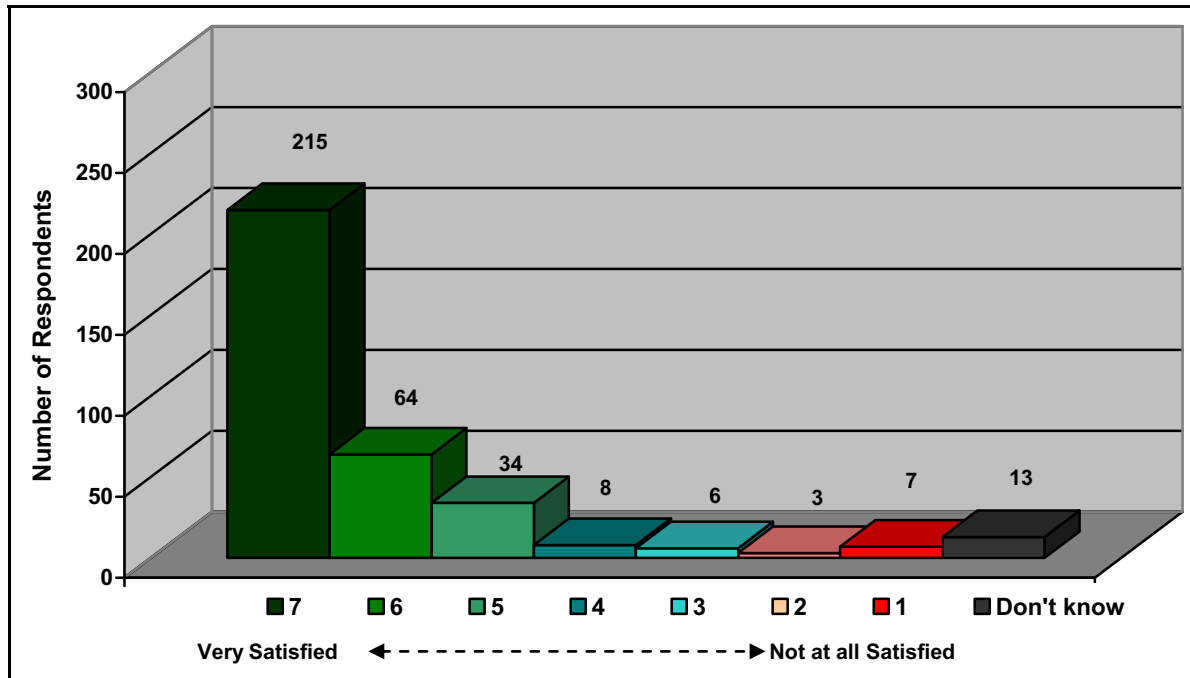
Of the total 242 respondents in Area A that were aware of the County's bulk trash collection service, only 36 respondents (15%) knew that washers or dryers are not accepted as bulk trash (since they can be recycled as scrap metal). The majority, 133 respondents (55%), thought these items were accepted, and 73 respondents (30%) reported they did not know if the County picked up washing machines/dryers from curbside as part of bulk trash collection. Of those who thought these items were accepted as bulk trash, approximately 55% had indicated that they were aware of scrap metal recycling in Montgomery County.



**Question 22. (Area A Only) - Now, using a scale of 1 to 7 where 1 is not at all satisfied and 7 is very satisfied, I'd like you to rate how satisfied you are with each of the following.**

**Curbside refuse collection**

**Area A**



Area A: N=350

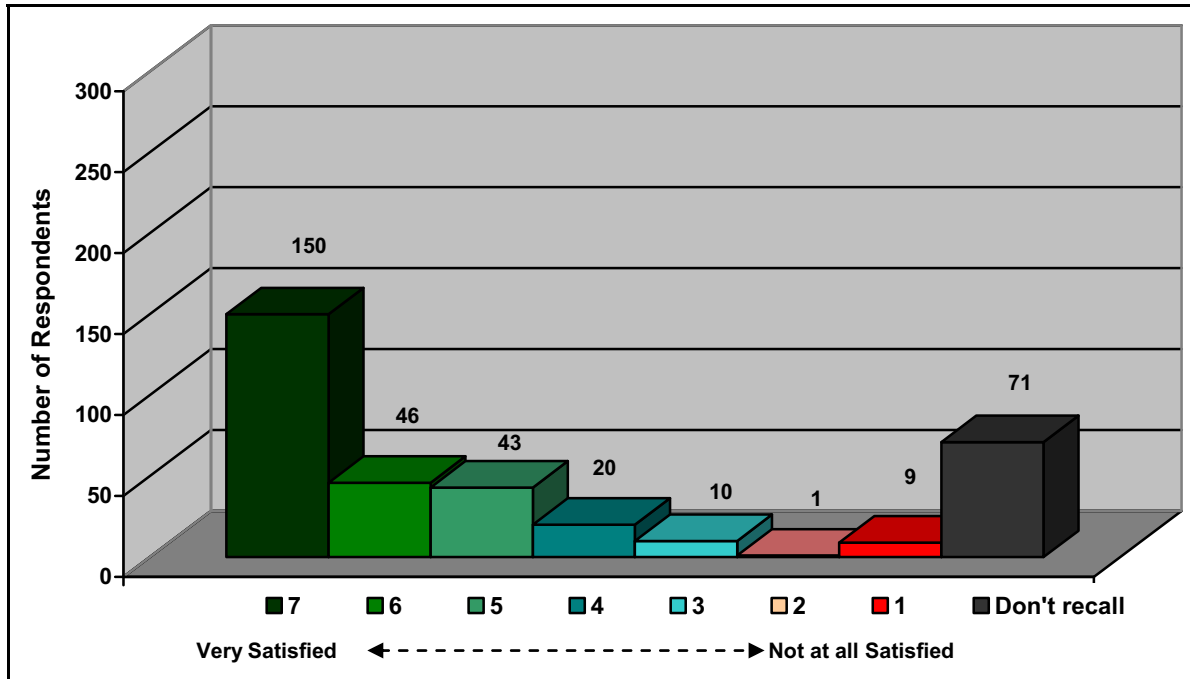
***Data Summary***

Of the total 350 respondents in Area A, the majority, 279 respondents (80%), reported they were very satisfied with curbside refuse collection. Forty-two respondents (12%) said they were satisfied or somewhat satisfied, and only 10 respondents (3%) reported they were not satisfied. A small number of respondents were neither satisfied nor dissatisfied with this service. Thirteen respondents (4%) reported they were not sure how satisfied they were with the curbside refuse collection.



## Bulk trash collection

### Area A



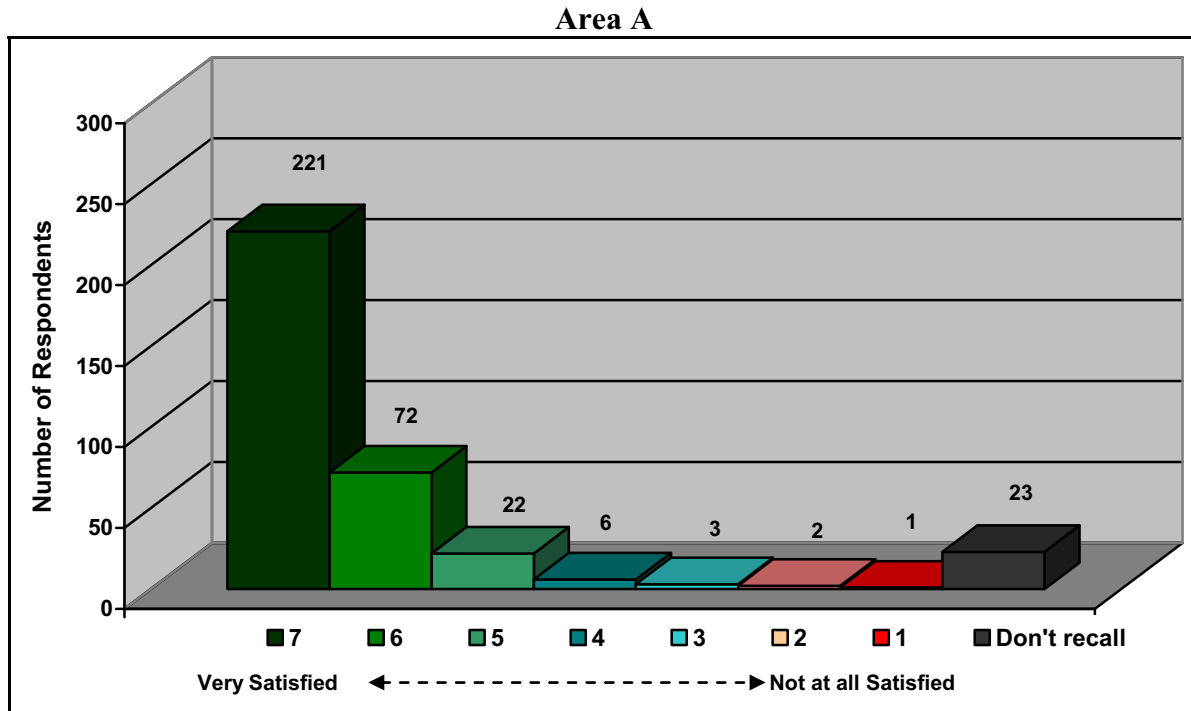
Area A: N=350

### **Data Summary**

Of the total 350 respondents in Area A, 242 respondents had reported they were aware of this County service. Of these 242 respondents, 196 respondents (81%) reported they were very satisfied with bulk trash collection, 63 respondents said were satisfied or somewhat satisfied. Of those respondents who reported they were very satisfied with the bulk trash collection service, 75 percent have lived in the County for 10 years or more. Seventy-one of the total 350 respondents (20%) reported they were not sure how satisfied they were with the bulk trash collection. This group includes only respondents who were unaware of the bulk trash collection service.



## Adherence to collection schedules



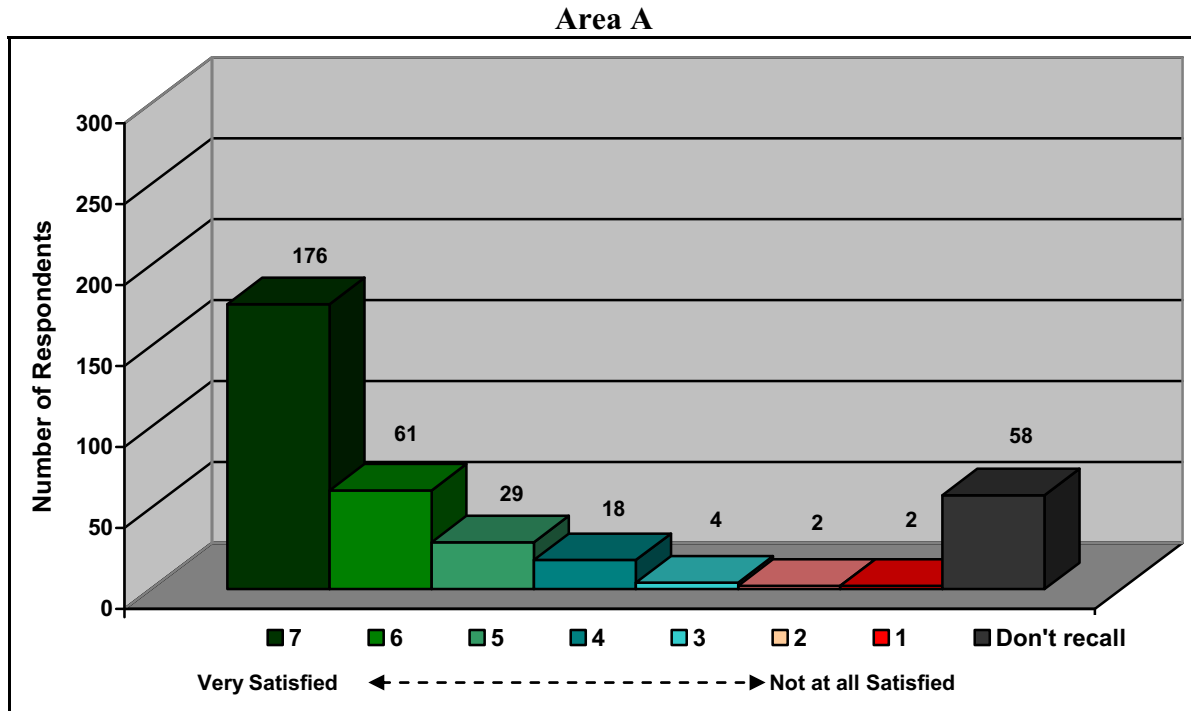
Area A: N=350

### ***Data Summary***

Of the total 350 respondents, 293 respondents (84%) reported they were very satisfied with the adherence to collection schedules. Twenty-eight respondents (8%) were satisfied or somewhat satisfied and only 3 respondents reported they were not satisfied. A small number were neither satisfied nor dissatisfied with adherence to this schedule. Twenty-three respondents (7%) reported they were not sure how satisfied they were with the adherence to collection schedules.



## Courtesy of collectors



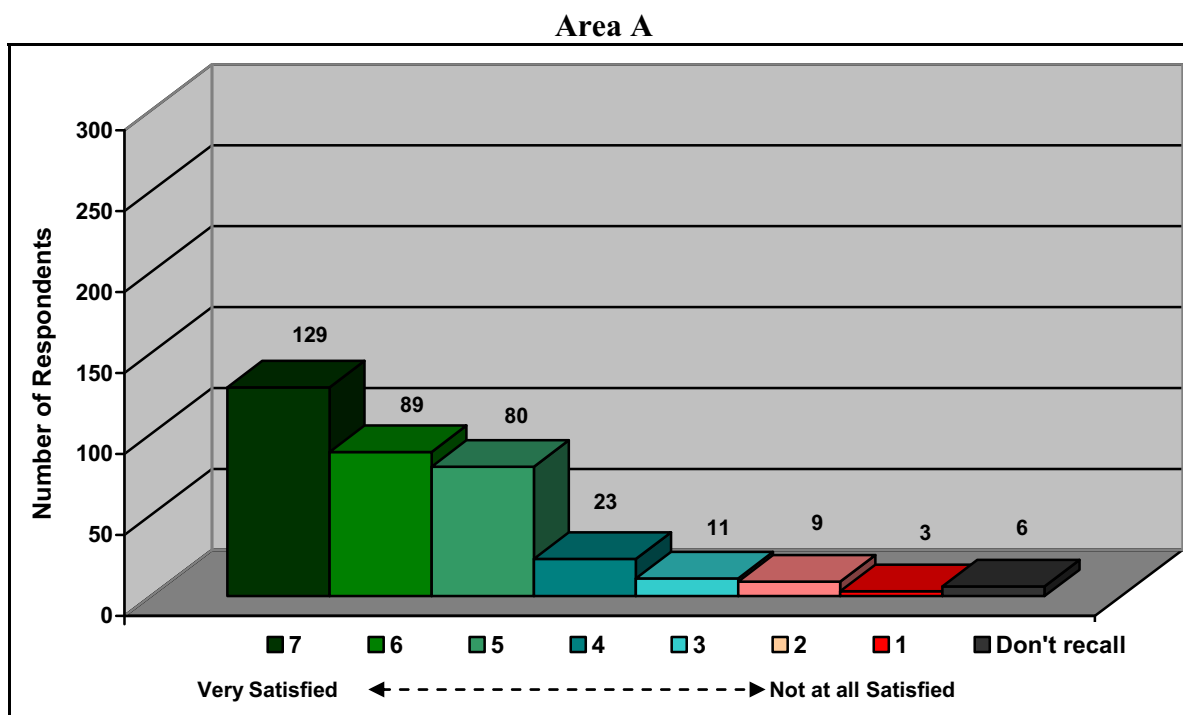
Area A: N=350

### ***Data Summary***

Of the total 350 respondents in Area A, 237 respondents (68%) reported they were very satisfied with the courtesy of collectors. Forty-seven respondents (13%) were satisfied or somewhat satisfied and only 4 respondents reported they were not satisfied. A small number were neither satisfied nor dissatisfied with the courtesy of collectors. Of those respondents who reported they were very satisfied, 78 percent have lived in the County for 10 years or more. Fifty-eight respondents (17%) reported they were not sure how satisfied they were with the courtesy of collectors.



## Cleanliness of area after collection



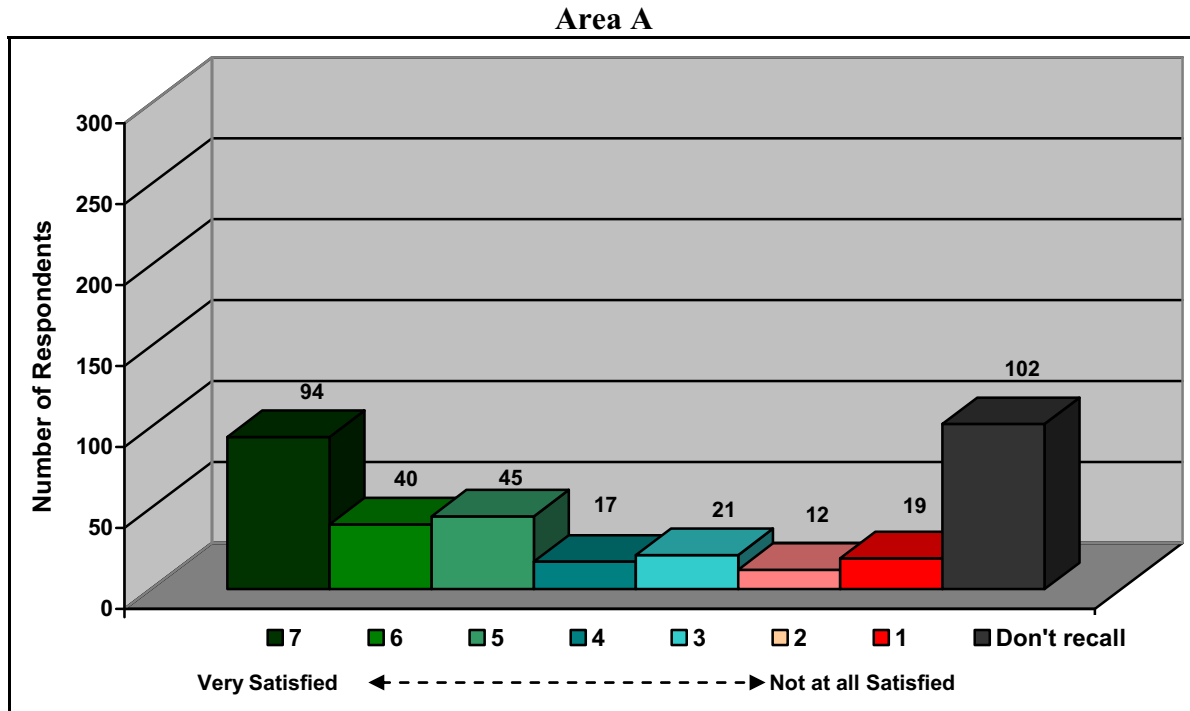
Area A: N=350

### ***Data Summary***

Of the total 350 respondents in Area A, 218 respondents (62%) reported they were very satisfied with the cleanliness of the area after collection. One hundred three respondents (29%) said they were satisfied or somewhat satisfied, and only 12 respondents (3%) reported they were not satisfied. Three percent of respondents were neither satisfied nor dissatisfied with the level of cleanliness post-collection. Of those respondents who reported they were very satisfied, 75 percent have lived in the County for 10 years or more. Six respondents of the total 350 respondents (2%) reported they were not sure how satisfied they were with the cleanliness of the area after trash collection.



## Notification of why some items were not accepted



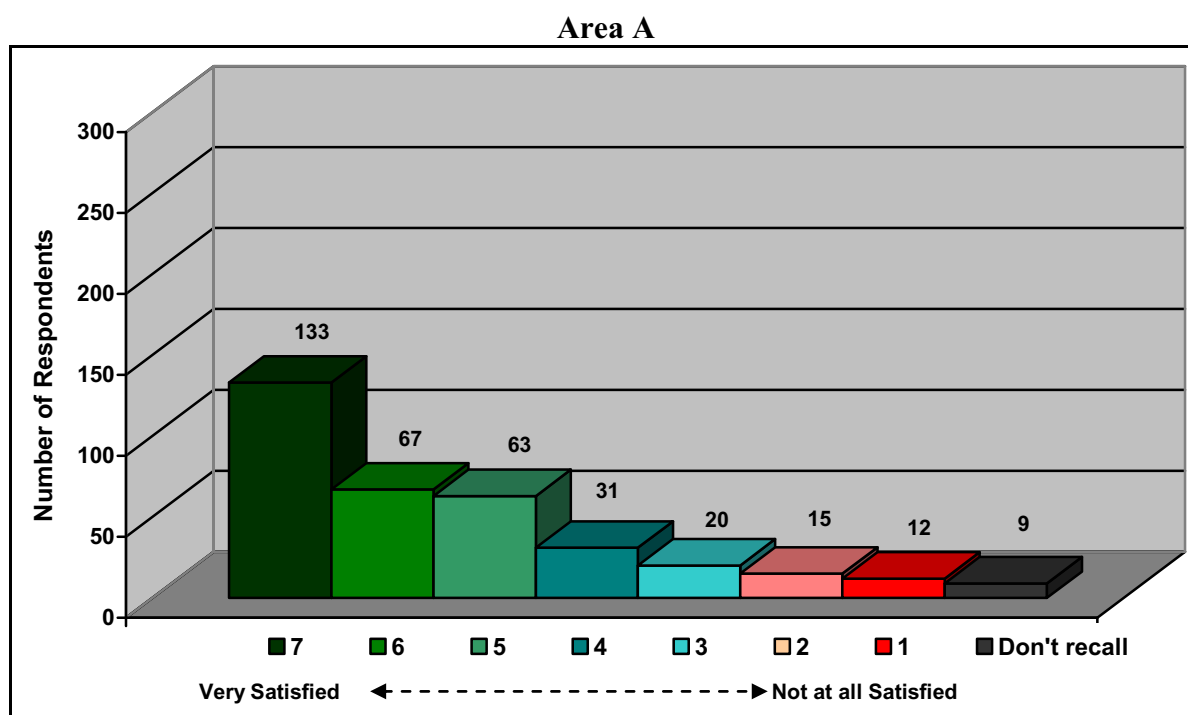
Area A: N=350

### ***Data Summary***

Of the total 350 respondents, 134 respondents (38%) reported they were very satisfied with the notification of why some items were not accepted, while 31 respondents (9%) reported they were not satisfied. Sixty-two respondents (18%) said they were satisfied or somewhat satisfied with the notification process, and 31 respondents (9%) were neither satisfied nor dissatisfied with the notification process. Based on demographic data, of those respondents who reported they were very satisfied, either they have lived in the County for 10 years or more (77%), or were between the ages of 45 and 64 (42%). One hundred two of the total 350 respondents (29%) were not sure how satisfied they were with the notification of why some items were not accepted.



## Trash cans returned to curbside (i.e., not left in street)



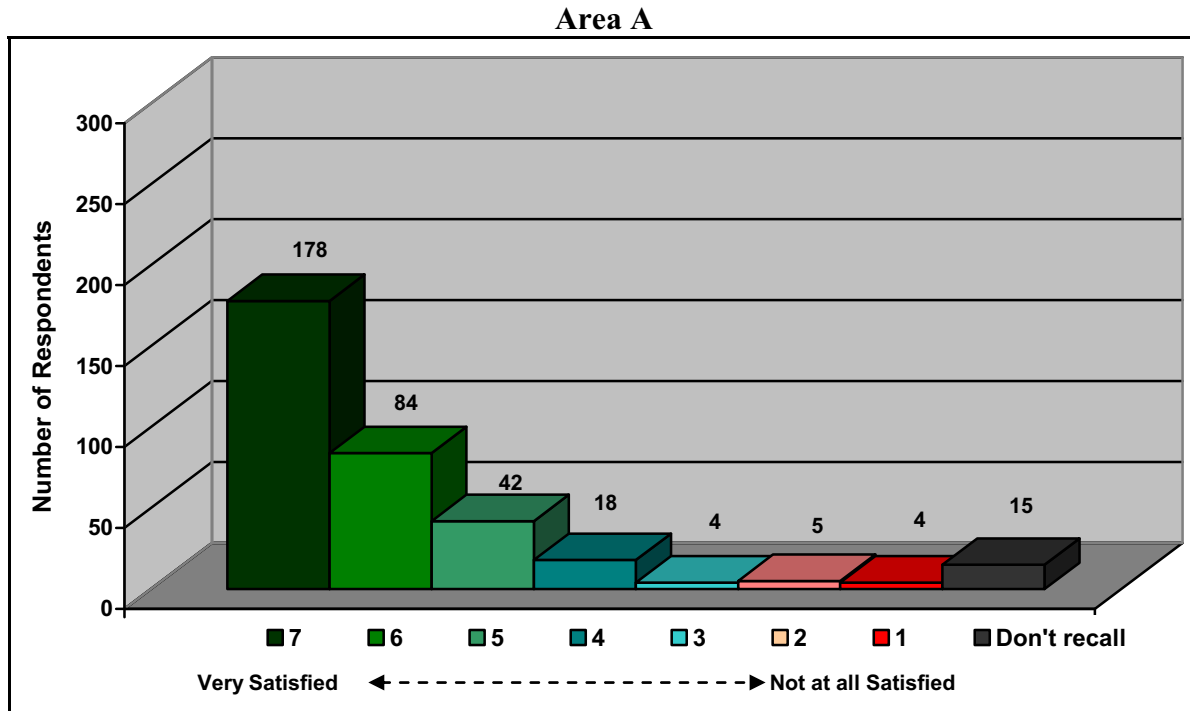
Area A: N=350

### ***Data Summary***

Of the total 350 respondents in Area A, 200 respondents (57%) reported they were very satisfied with the trash cans being returned to curbside, while 27 respondents (8%) reported they were not satisfied. Ninety-four respondents (27%) said they were satisfied or somewhat satisfied, while 20 respondents (6%) were neither satisfied nor dissatisfied with how trash cans were handled post collection. Based on demographic data, of those respondents who reported they were very satisfied, 77 percent have lived in the County for 10 years or more. Nine respondents (3%) were not sure how satisfied they were with the trash cans being returned to curbside.



## Collection trucks drive safely through neighborhood



Area A: N=350

### ***Data Summary***

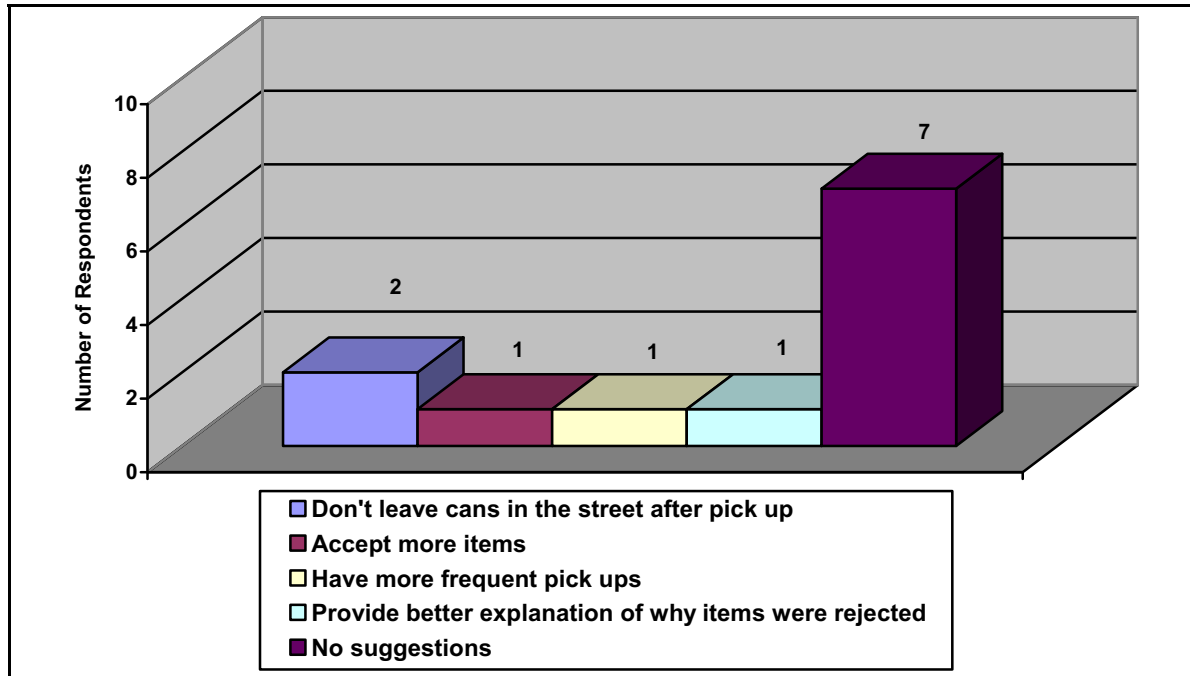
Of the total 350 respondents in Area A, 262 respondents (75%) reported they were very satisfied with collection trucks driving safely through the neighborhood, while only 9 respondents (3%) reported they were not satisfied. Sixty respondents (17%) stated they were satisfied or somewhat satisfied, while a small number were neither satisfied nor dissatisfied with this issue. Based on demographic data, of those 262 respondents who reported they were very satisfied, these individuals either have lived in the County for 10 years or more (75%), or were reported to be younger than 45 or over 65-years-old. Fifteen respondents were not sure how satisfied they were with the way collection trucks drive through their neighborhood.



**Question 23. (Area A Only) - What suggestions or comments do you have to improve:**

**Curbside refuse collection**

**Area A**



Area A: N=10

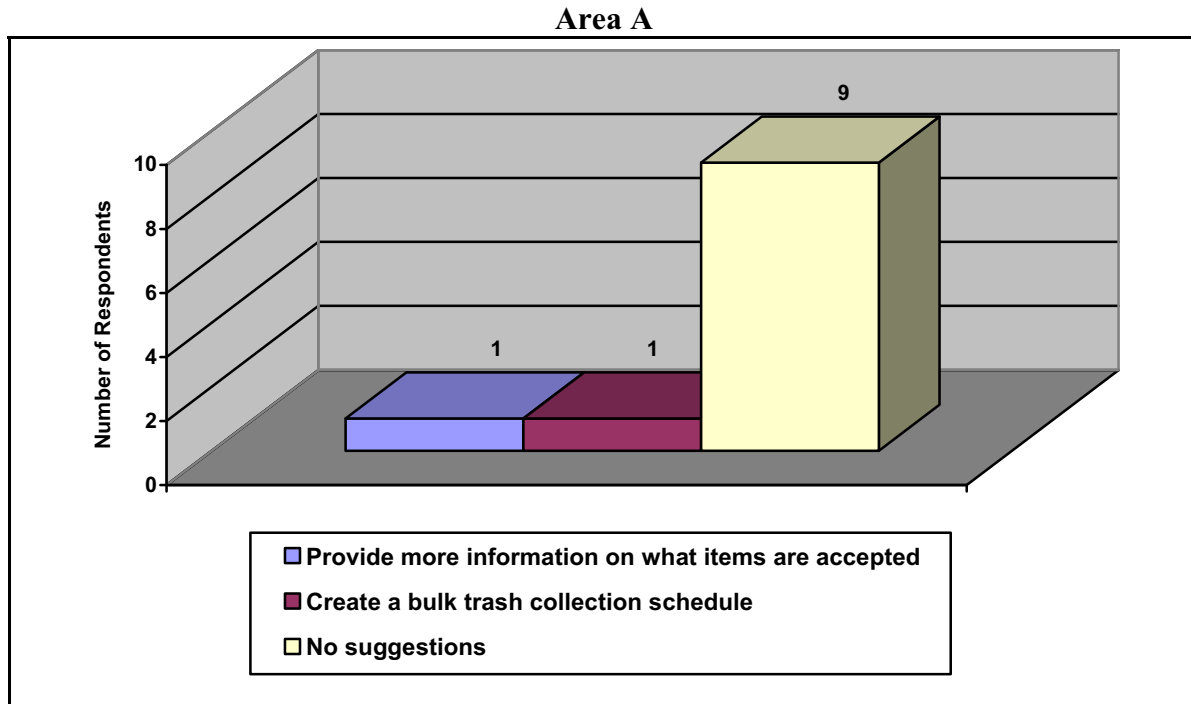
*Note: Respondents may have provided multiple responses.*

***Data Summary***

Of the 10 respondents who reported they were not satisfied with curbside refuse collection, the majority (70%) of respondents did not have any suggestions for improvement. The remaining respondents (30%) suggested that the County should: ensure that cans or other items are not left in the street after a trash collection; accept additional types of items at curbside; have more frequent pick ups; and provide better explanations of why items were rejected.



## Bulk trash collection



Area A: N=10

*Note: Respondents may have provided multiple responses.*

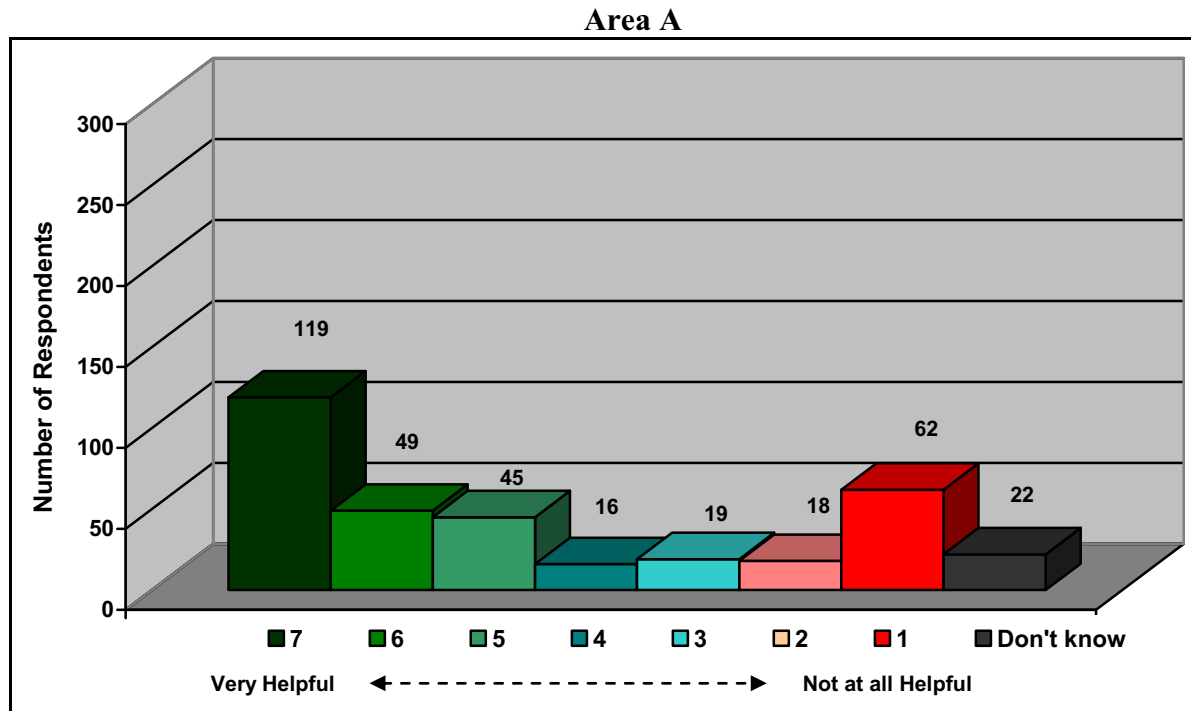
### ***Data Summary***

Of the 10 respondents who reported they were not satisfied with bulk trash collection, the majority (90%) of respondents did not have any suggestions for improvement. The remaining respondent suggested the County provide more information on what items are accepted, and also create a bulk trash collection schedule.



**Question 24. (Area A Only) - Now, using a scale of 1 to 7 where 1 is not at all helpful and 7 is very helpful, please rate how helpful you would find the following changes to curbside trash collection:**

**Have County provide uniform trash cans to residents**



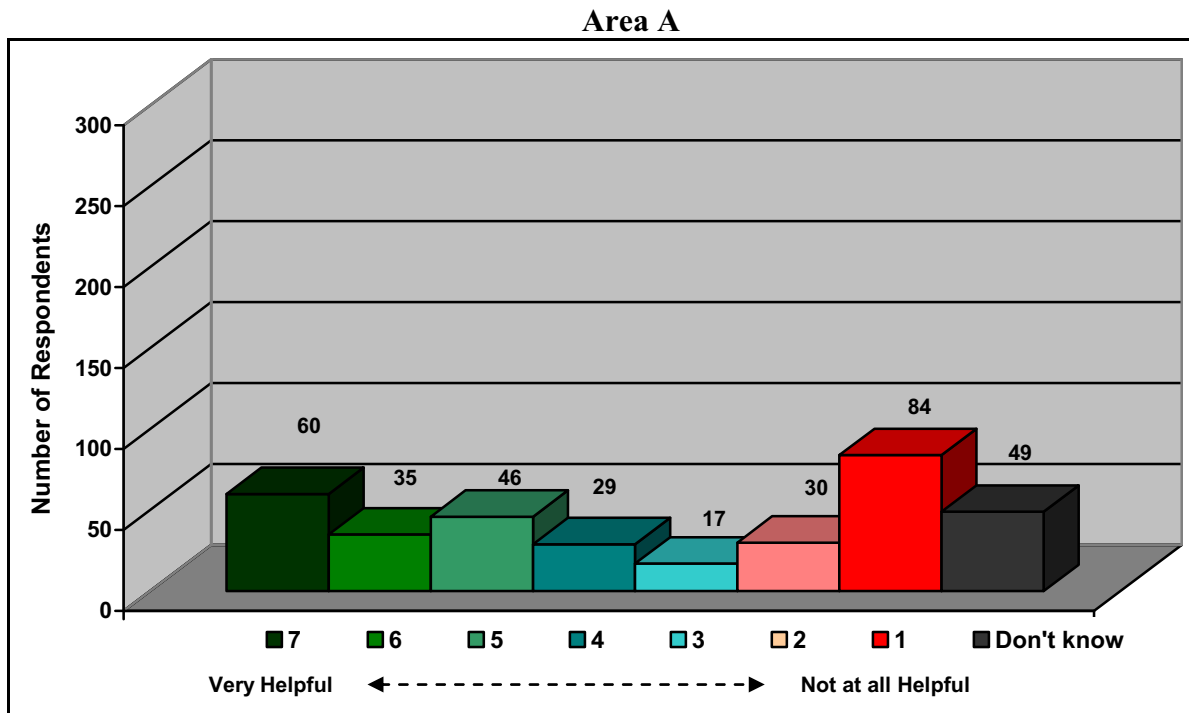
Area A: N=350

***Data Summary***

Of the total 350 respondents in Area A, 168 respondents (48%) reported having the County provide uniform trash cans to residents would be very helpful, 61 respondents (17%) thought it would be helpful or somewhat helpful, while 80 respondents (23%) reported it would not be helpful. Nineteen respondents (6%) said this would be neither helpful nor not helpful. Based on demographic data, of those respondents who reported this would be very helpful, 74 percent have lived in the County for 10 years or more. Twenty-two respondents (6%) did not know if having uniform trash cans provided to residents by the County would be helpful.



## Enforce placement of trash at the curbside not in containers



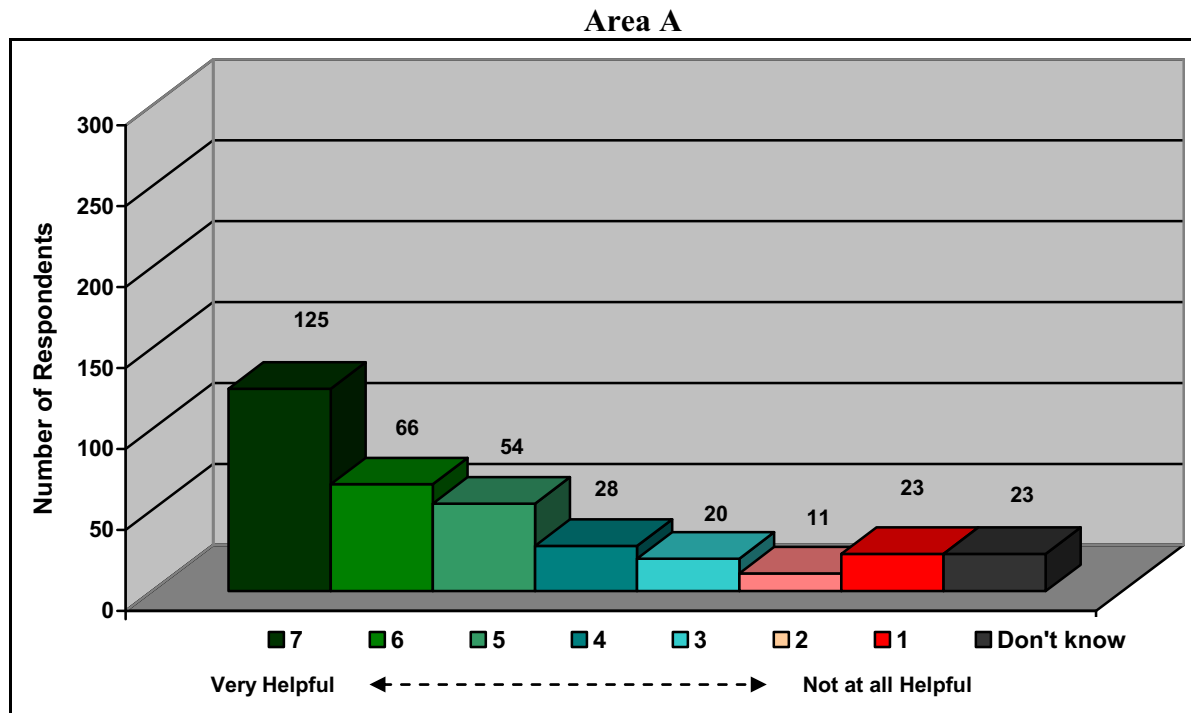
Area A: N=350

### ***Data Summary***

Of the total 350 respondents in Area A, 95 respondents (27%) reported it would be very helpful, and 75 respondents (21%) thought it would be helpful or somewhat helpful. Seventeen respondents (5%) reported this was neither helpful nor not helpful. One hundred fourteen of the total respondents (33%) reported it would not be helpful to enforce the placement of trash at the curbside not in containers. Forty-nine respondents (14%) did not know if this enforcement activity would be helpful.



## Take additional items at curbside as part of weekly trash collection program



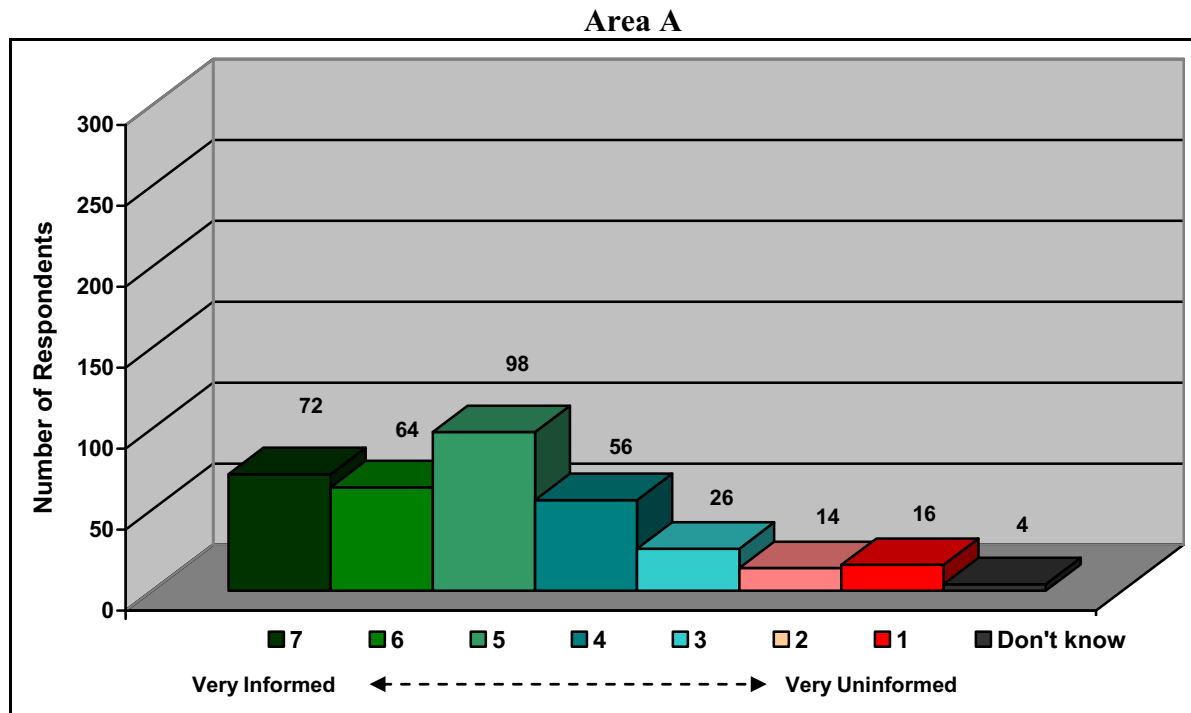
Area A: N=350

### ***Data Summary***

Of the 350 respondents, the majority, 191 respondents (55%) reported it would be very helpful to collect additional items at curbside as part of weekly trash collection program, while 82 respondents (23%) thought it would be helpful or somewhat helpful. Six percent reported this was neither helpful nor not helpful. Only 34 respondents (10%) reported this activity would not be helpful. Twenty-three respondents (7%) did not know if collecting additional items on a weekly basis would be helpful.



**Question 25. (Area A Only) - Using a scale of 1 to 7 where 1 is very uninformed and 7 is very informed, please indicate how well informed you are about County trash/refuse collection services.**



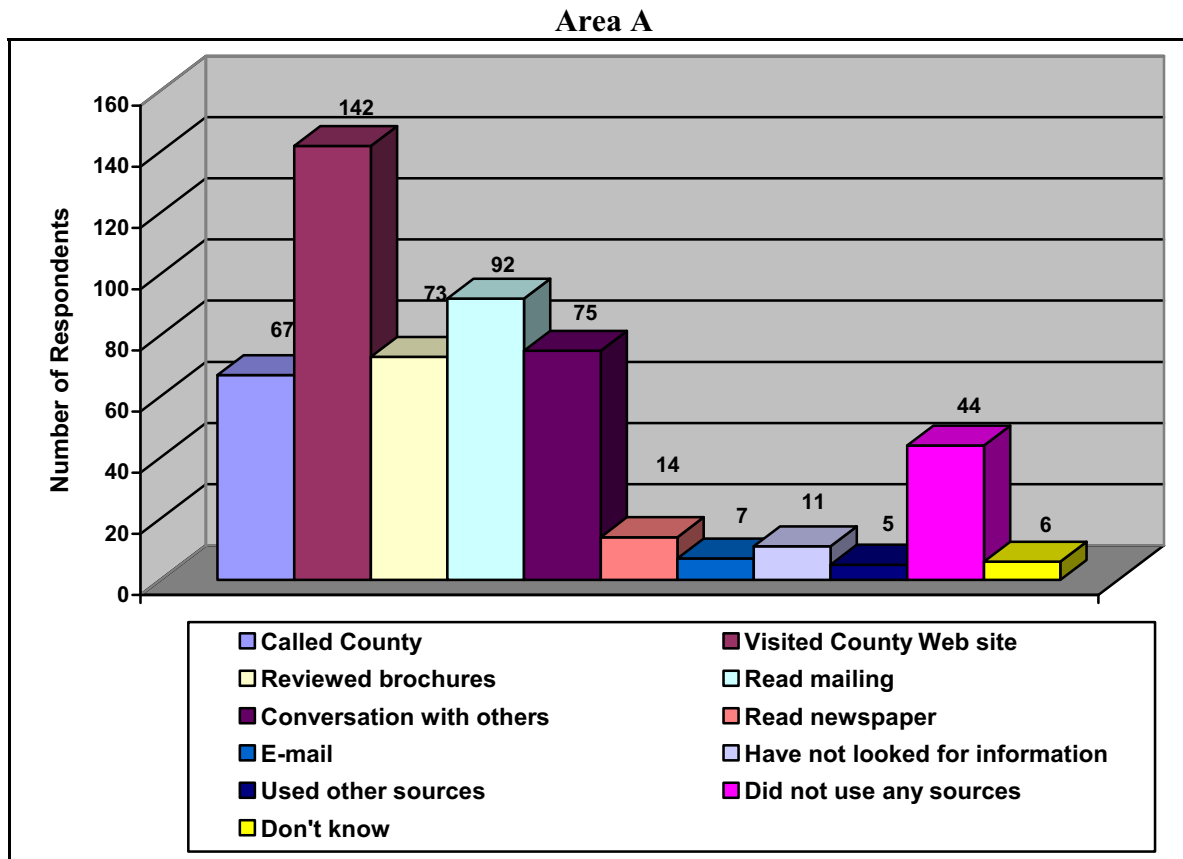
Area A: N=350

### **Data Summary**

Of the 350 respondents in Area A, 136 respondents (39%) reported they were very informed about the County trash/refuse collection services and 154 respondents (44%) said they were informed or somewhat informed. Only 30 respondents (9%) reported they were very uninformed. Four respondents reported they did not know if they were informed about the trash/refuse collection services.



**Question 26. (Area A Only) - Which of the following sources have you used in the past 6 months to get information on County-provided trash collection services?**



Area A: N=350

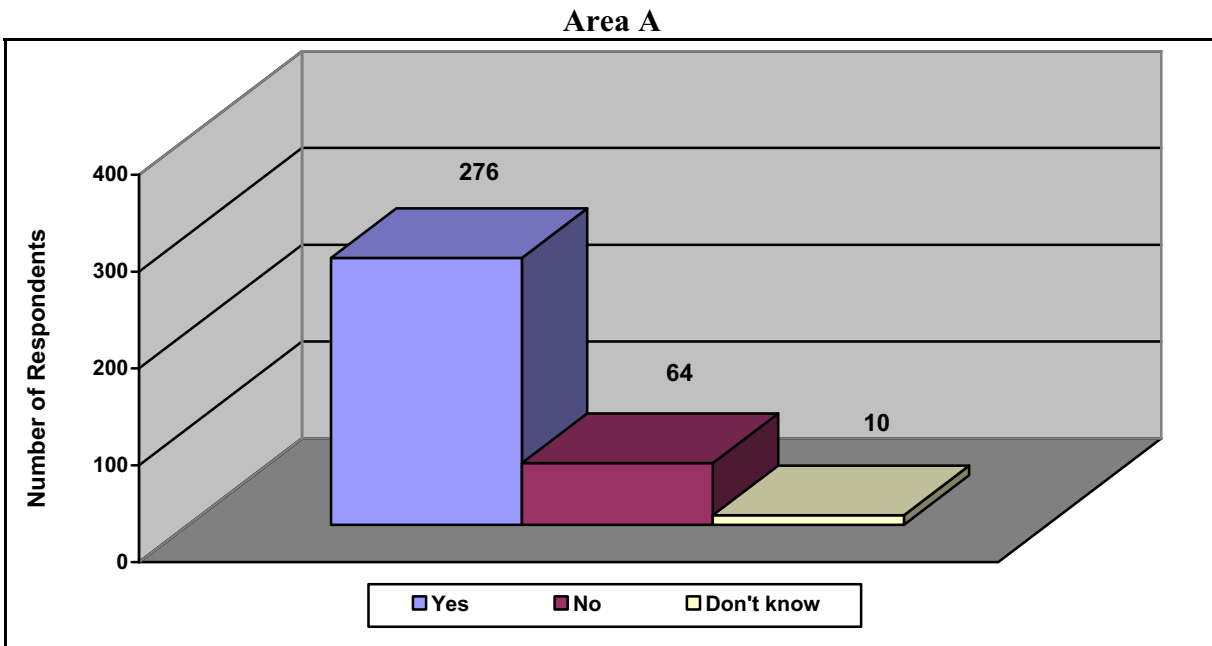
*Note: Respondents may have provided multiple responses.*

**Data Summary**

Of the total 350 respondents in Area A, 142 respondents (41%) reported they had visited the County Web site, 92 respondents (26%) read a mailing, 75 respondents (21%) got information through conversations with others, 73 respondents (21%) reviewed brochures, 67 respondents (19%) called the County, and 14 respondents (4%) referred to the newspaper within the past 6 months. Several respondents referred to an e-mail and a few said they have used other media not listed. Forty-four respondents (13%) reported they did not use any resources to find information on trash collection services. A small number of respondents reported they have not looked for information during this timeframe or do not recall using any of the above resources.



**Question 27. (Area A Only) - Do you feel you receive enough information about the trash collection services offered by the County?**



Area A: N=350

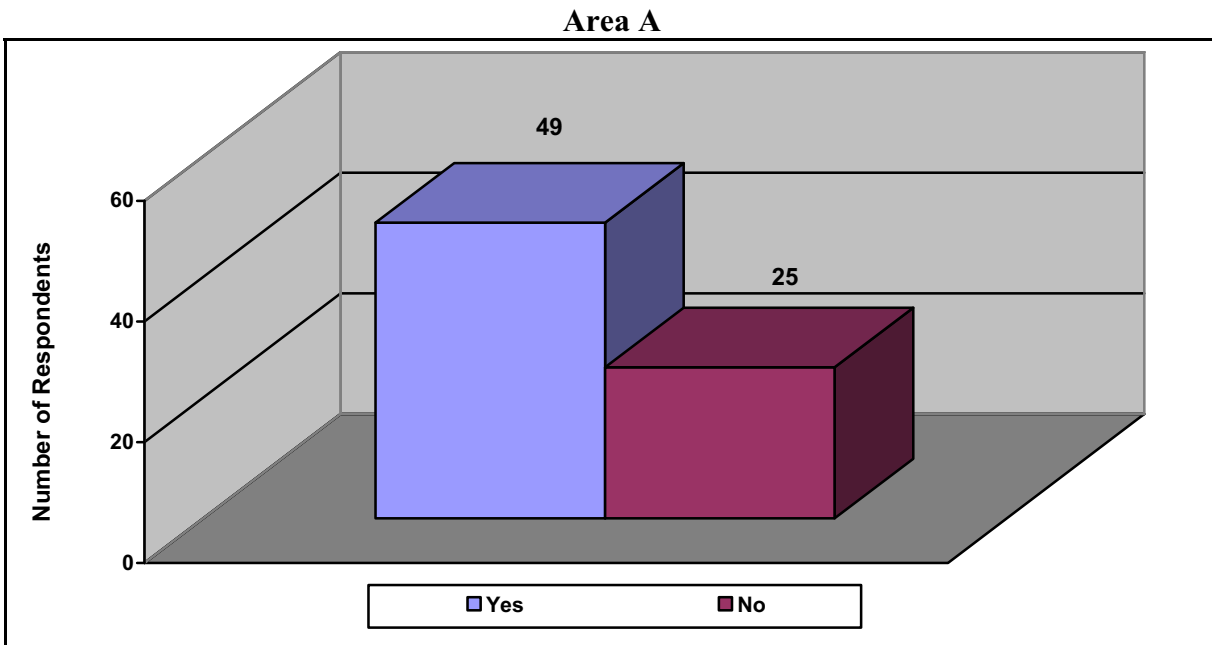
***Data Summary***

Of the total 350 respondents in Area A, 276 respondents (79%) reported they received enough information about the trash collection services offered by the County, while 64 respondents (18%) felt that they do not receive enough information. Ten respondents (3%) reported they were not sure if they received sufficient information about the County's trash collection services.



**Question 28. (Area A Only) - I'm going to read you a list of trash collection services. For each one, please tell me if you would like to receive more information on this service on a regular basis.**

**Curbside trash collection requirements**



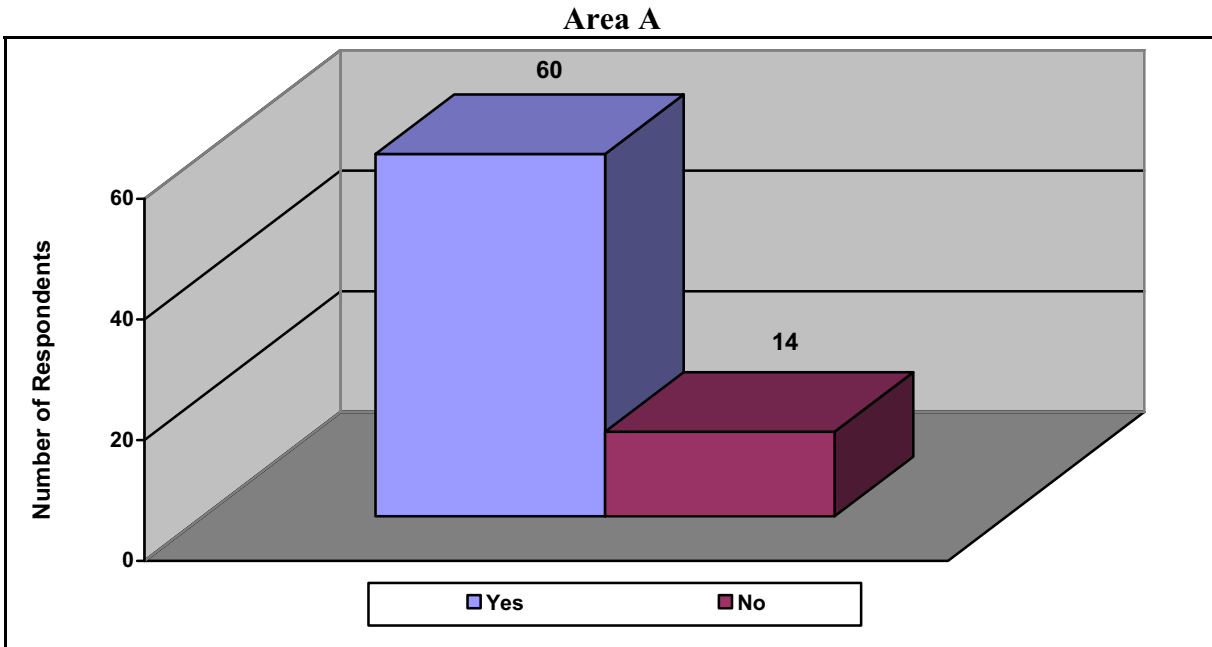
*Area A: N=74*

***Data Summary***

Of the 74 respondents who reported they do not feel that they receive enough information about trash collection services offered by the County, 49 respondents (66%) reported they would like to receive more information about curbside trash collection requirements, while 25 respondents (34%) still reported they do not want to receive additional information.



## Bulk trash collection service



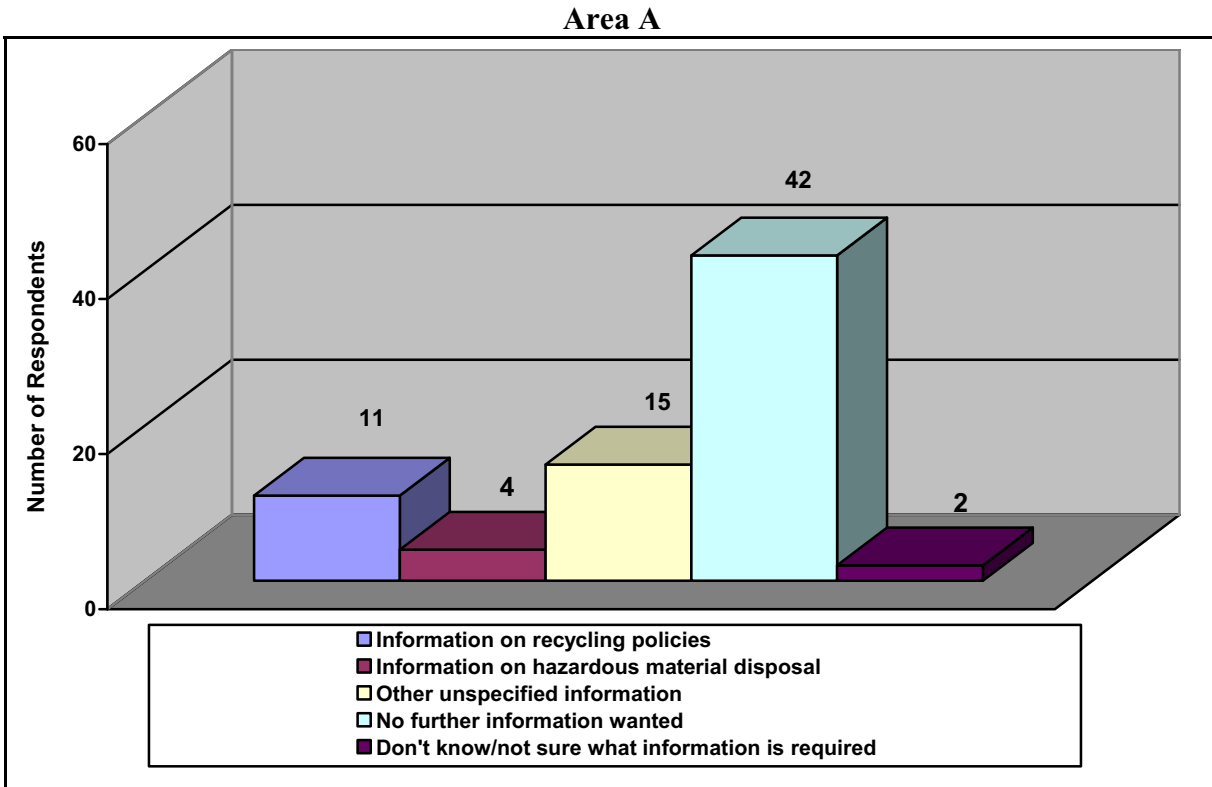
Area A: N=74

### ***Data Summary***

Of the 74 respondents who reported they do not feel that they receive enough information about trash collection services offered by the County, 60 respondents (81%) reported they would like to receive more information about bulk trash collection service, while 14 respondents (19%) still reported they would not like to receive additional information.



## Other trash collection services



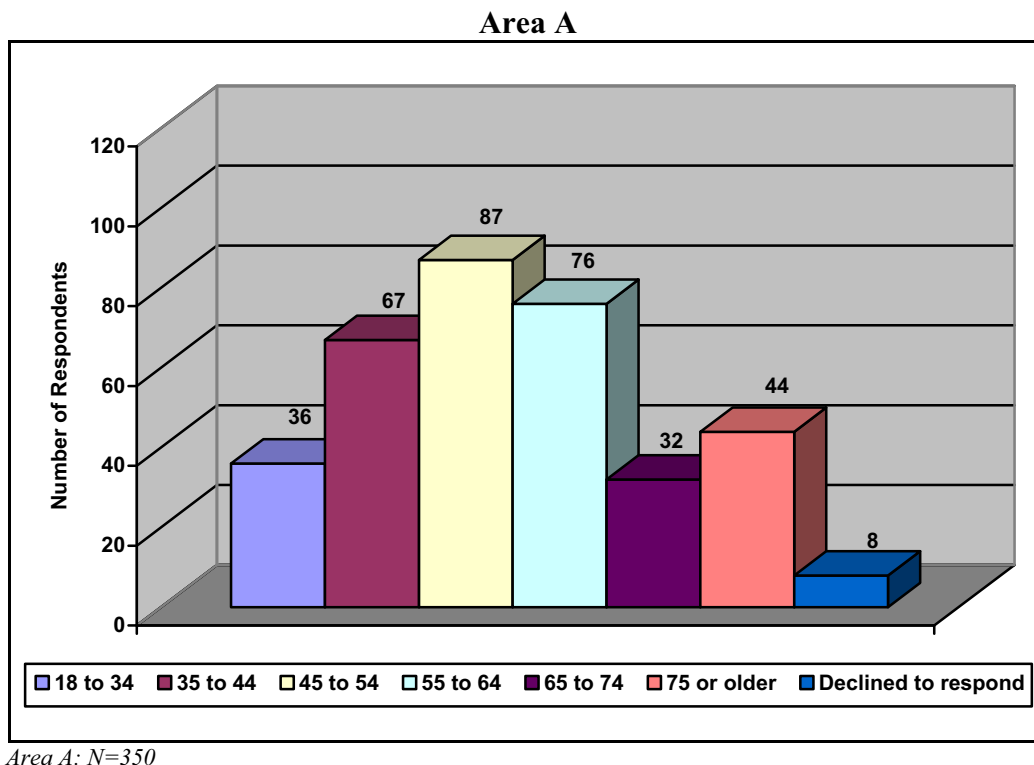
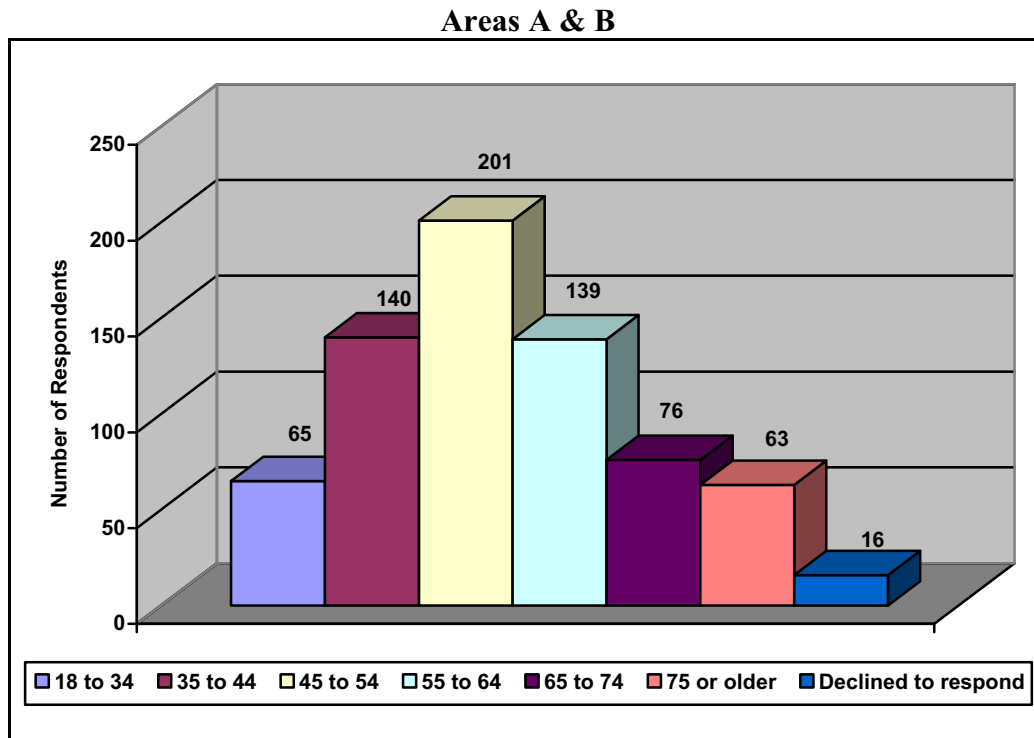
Area A: N=74

### ***Data Summary***

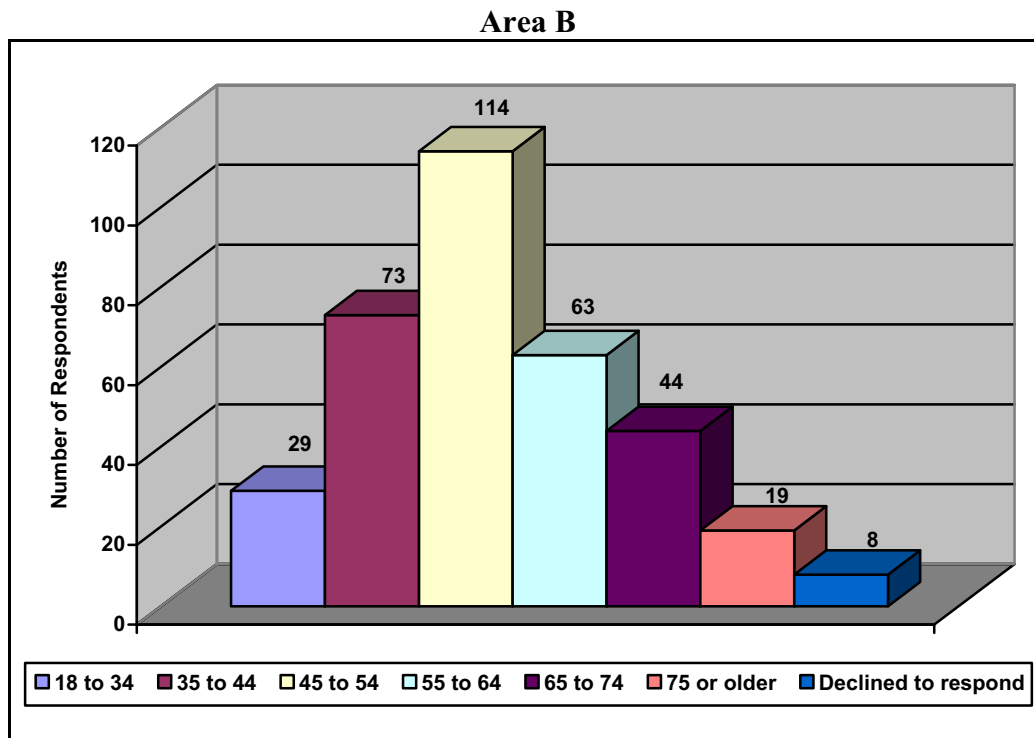
Of the total 74 respondents who reported they do not feel that they receive enough information about trash collection services offered by the County, 42 respondents (57%) reported they still would not like to get additional information, 15 respondents (20%) reported they would like to receive additional (unspecified) information, 11 respondents (15%) reported they would like to receive additional information about recycling policies, and 4 respondents (5%) wanted to receive additional information about hazardous material disposal. Two respondents reported they were not sure what type of additional information they would like to receive.



**Question 29. The following questions are for classification purposes only.  
Which of the following ranges best represents your age?**







Area B: N=350

### ***Data Summary***

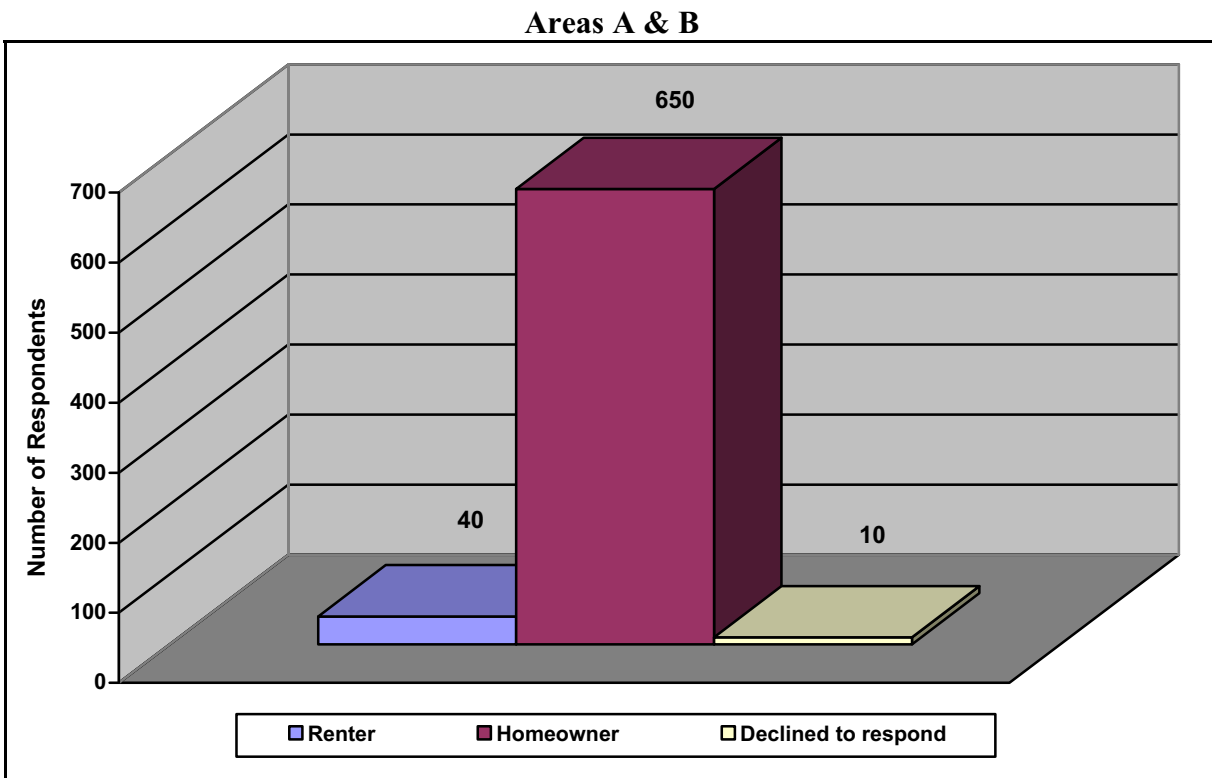
Of the total 700 respondents in Areas A and B, 340 respondents (49%) were ages 45 to 64; 205 respondents (29%) were under the age of 45; and 139 respondents (20%) were age 65 or older. Sixteen respondents (2%) declined to respond.

In Area A, of the total 350 respondents, 163 respondents (47%) were ages 45 to 64; 103 respondents (29%) were under 45; and 76 respondents (22%) were age 65 or older. Eight respondents declined to respond.

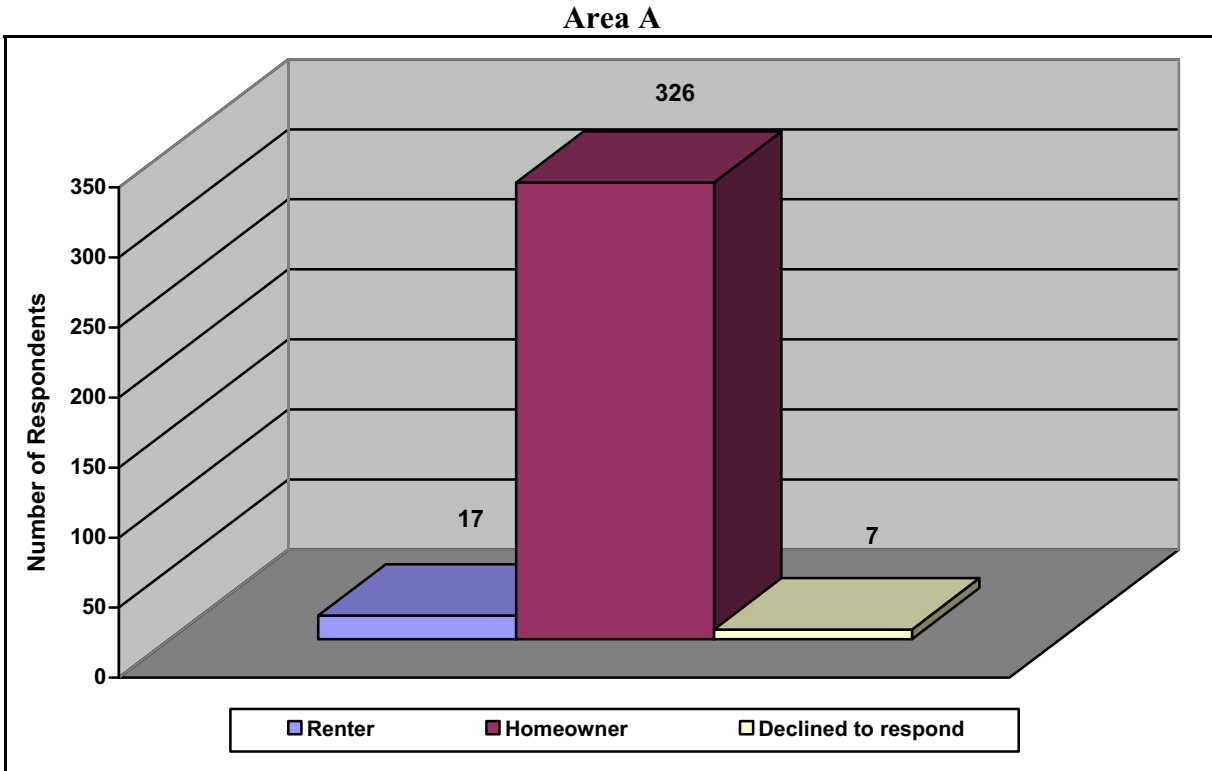
In Area B of the 350 respondents, 177 respondents (51%) were ages 45 to 64; 102 respondents (29%) were under 45; and 63 respondents (18%) were age 65 or older. Eight respondents declined to respond.



**Question 30. Are you a renter or a homeowner?**

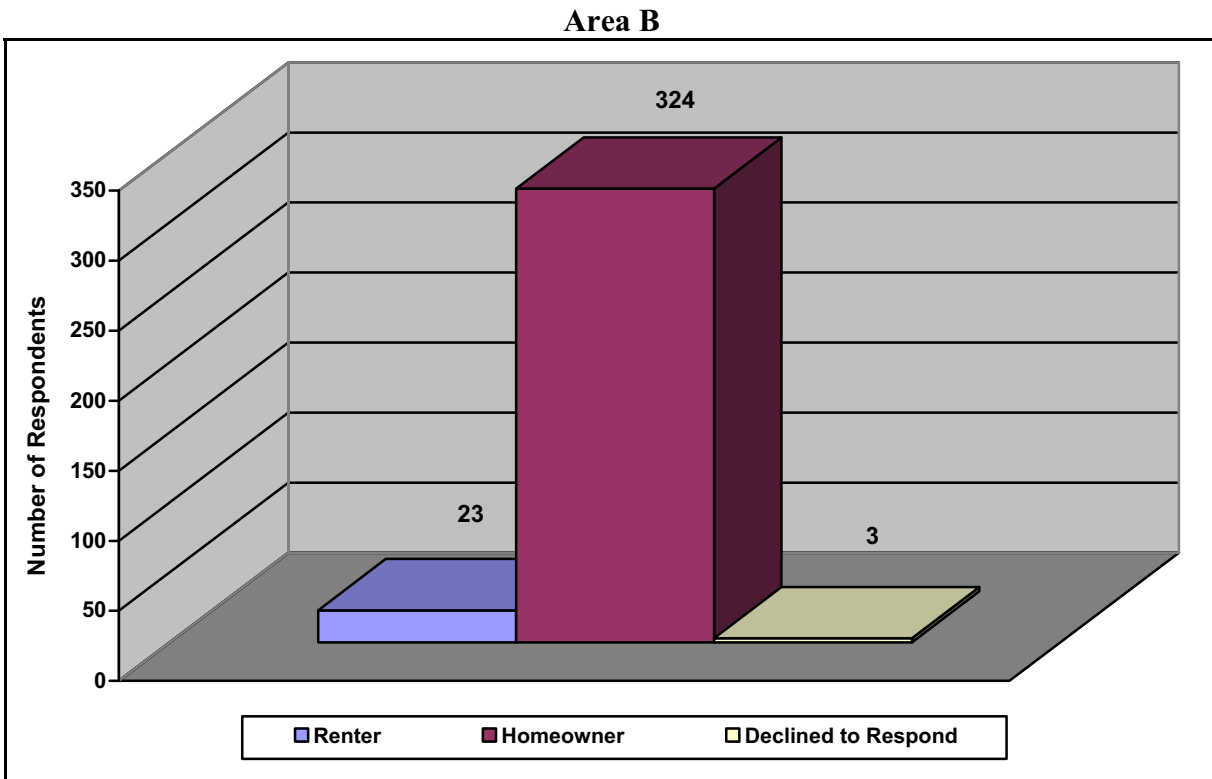


*Areas A & B: N=700*



*Area A: N=350*





Area B: N=350

### ***Data Summary***

Of the total 700 respondents, 650 respondents (93%) reported they owned their home; 40 respondents (6%) said they were renters; and 10 respondents declined to respond.

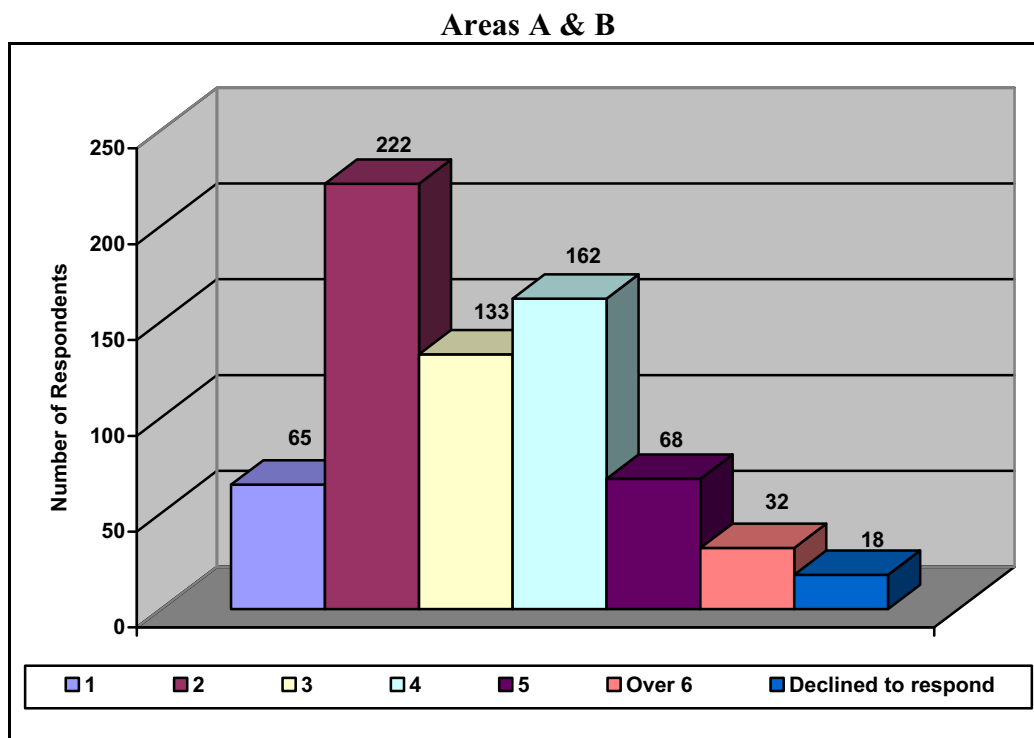
In Area A, of the total 350 respondents, 326 respondents (93%) reported they owned their home; 17 respondents (5%) said they were renters; and 7 respondents declined to respond.

In Area B, of the total 350 respondents, 324 respondents (93%) reported they owned their home; 23 respondents (7%) said they were renters; and only 3 respondents declined to respond.

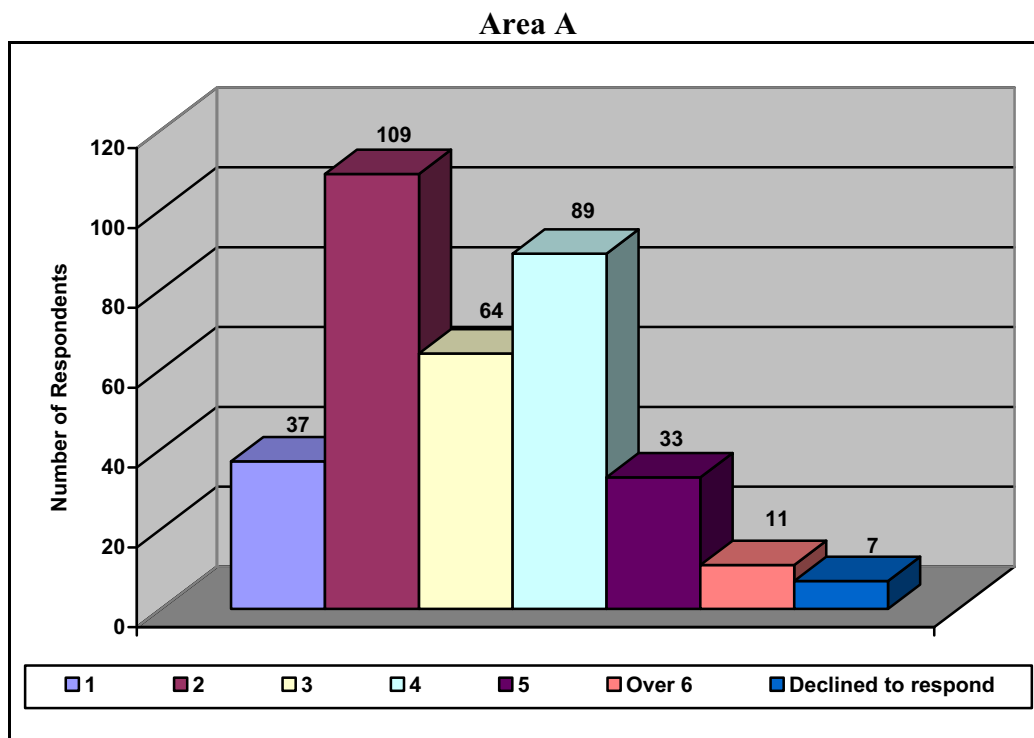
Data of the mix of homeowners and renters were found to be similar in both Areas.



**Question 31. How many people, including yourself, currently live in your home?**

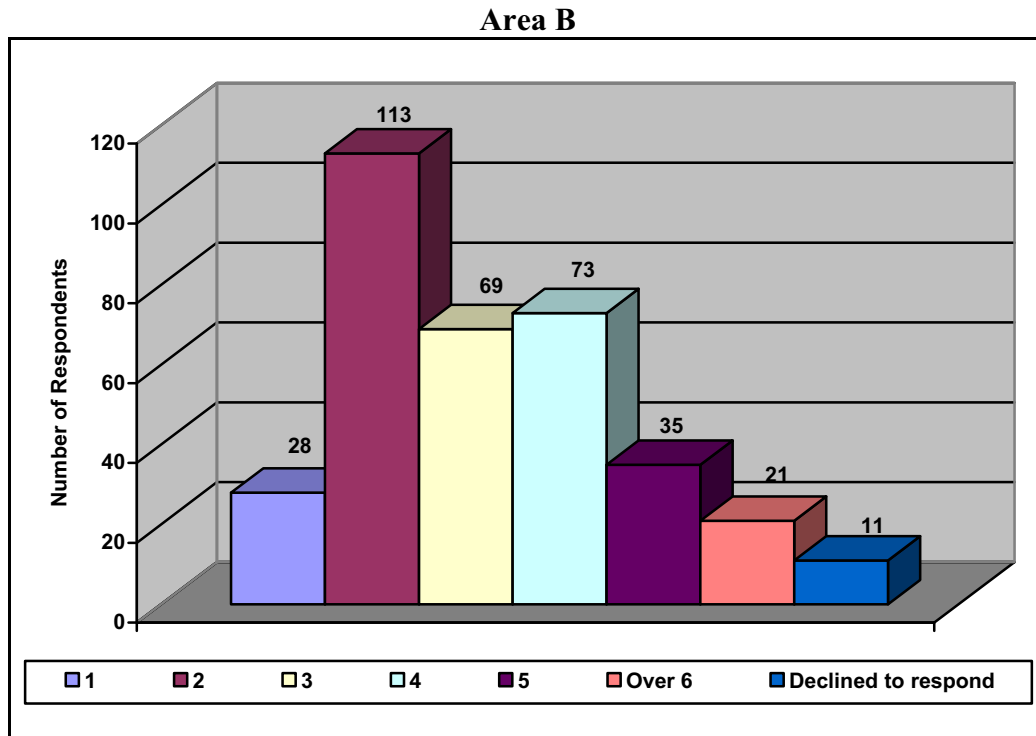


Areas A & B: N=700



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, the largest number, 222 respondents (32%) live with one other person. Data showed that 162 respondents (23%) live in a household of four people; 133 respondents (19%) have three people in their household; 68 respondents (10%) have five people in their household; 65 respondents (9%) live alone; and 32 respondents (5%) have over six people in their household. Eighteen respondents (3%) declined to respond.

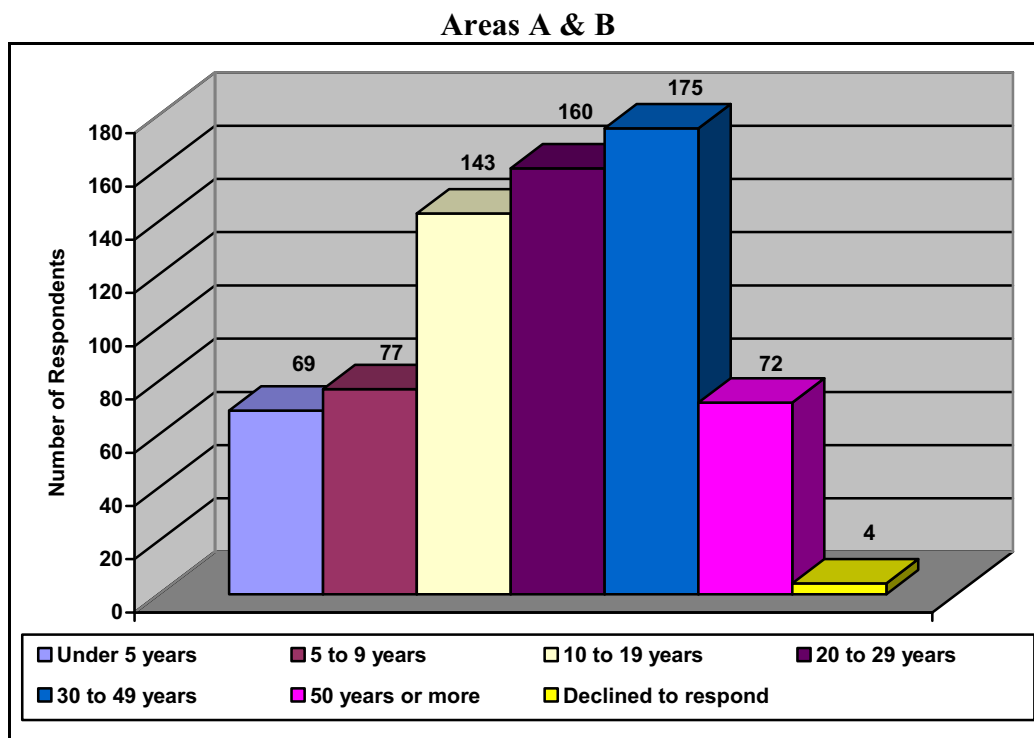
In Area A, of the total 350 respondents, 109 respondents (31%) live with one other person, while 89 respondents (25%) live in a household consisting of four people. Data showed that 64 respondents (18%) have three people in their household; 33 respondents (9%) have five people in their household; 37 respondents (11%) live alone; and 11 respondents (3%) have over six people in their household. Seven respondents (2%) declined to respond.

In Area B, of the total 350 respondents, 113 respondents (32%) live with one other person, while 73 respondents (21%) live in a household of four people. Data showed that 69 respondents (20%) have three people in their household; 35 respondents (10%) have five people in their household; 28 respondents (8%) live alone; and 21 respondents (6%) have over six people in their household. Eleven respondents (3%) declined to respond.

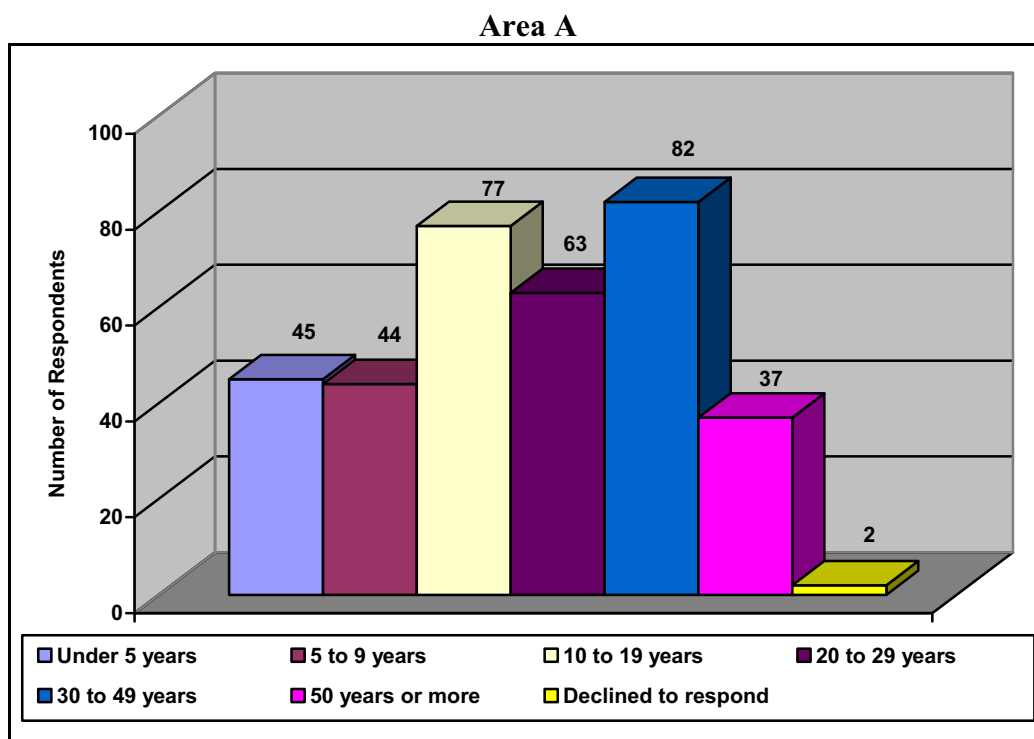
Data showed that in both Areas, the highest percentage of respondents live with one other person (~32%) or in a household with a total of 4 people (21 to 25%).



**Question 32. How long have you lived in Montgomery County?**

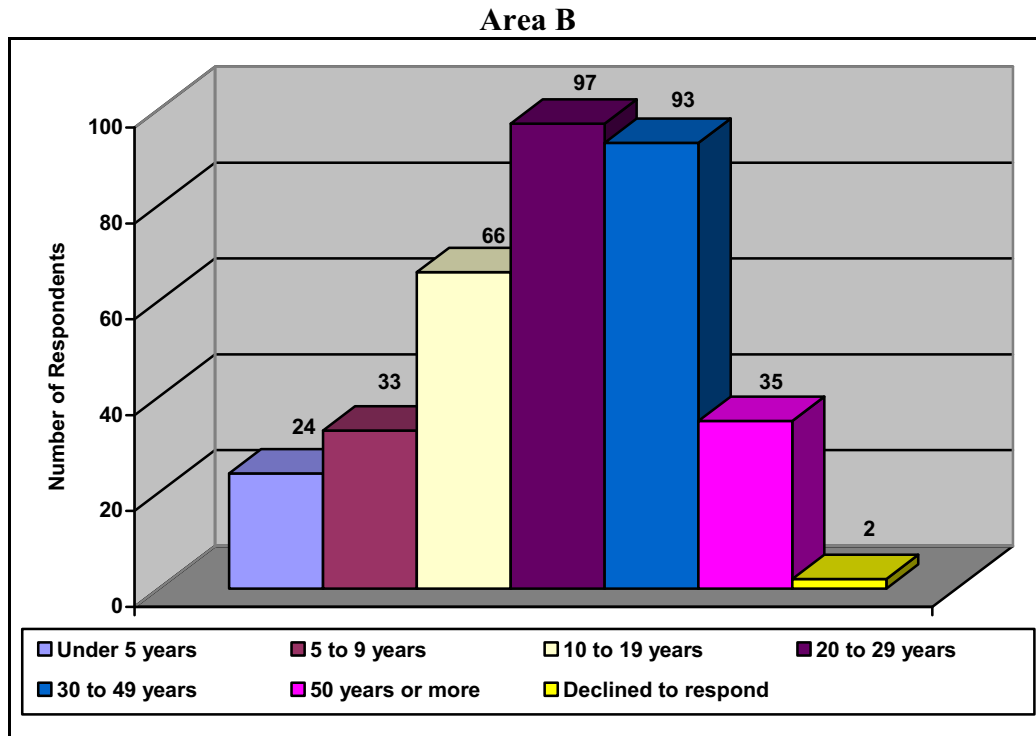


Areas A & B: N=700



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, the majority, 247 respondents (35%) have lived in Montgomery County for over 30 years; 160 respondents (23%) have lived in the County for 20 to 29 years; 143 respondents (20%) have lived in the County for 10 to 19 years; 77 respondents (11%) have lived in the County 5 to 9 years; and 69 respondents (10%) have lived in the County for less than 5 years. Four respondents declined to respond.

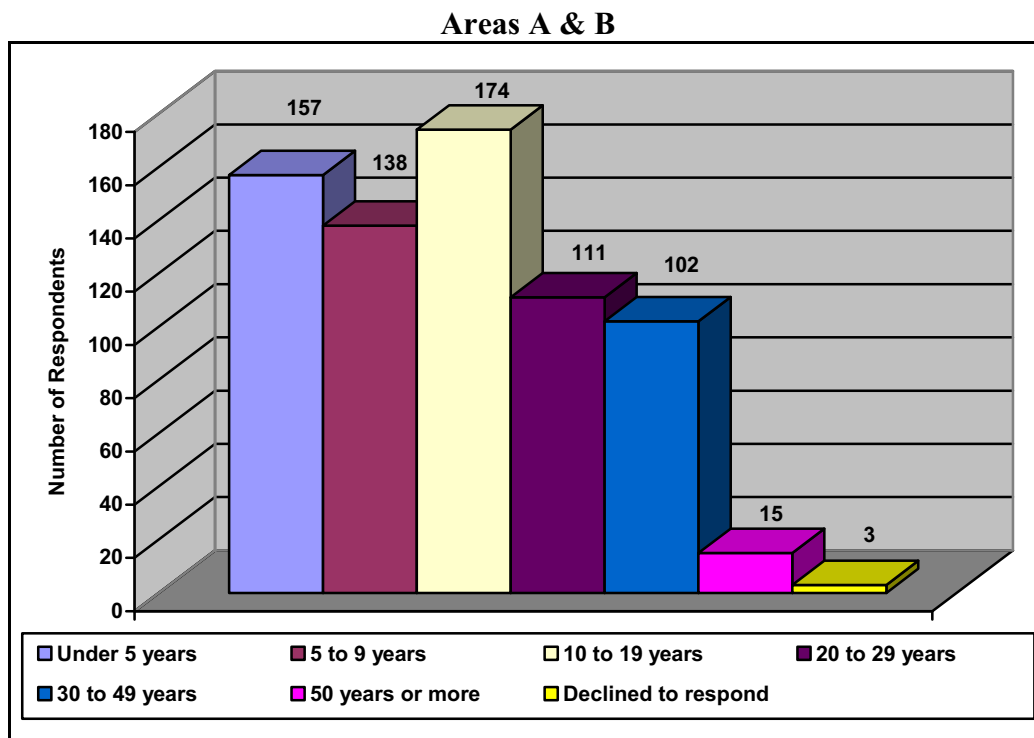
In Area A, of the total 350 respondents, the majority, 119 respondents (34%) have lived in Montgomery County for over 30 years; 63 respondents (18%) have lived in the County for 20 to 29 years; 77 respondents (22%) have lived in the County for 10 to 19 years; 44 respondents (13%) have lived in the County 5 to 9 years; and 45 respondents (13%) have lived in the County for less than 5 years. Two respondents declined to respond.

In Area B, of the total 350 respondents, the majority, 128 respondents (37%) have lived in Montgomery County for over 30 years; 97 respondents (28%) have lived in the County for 20 to 29 years; 66 respondents (19%) have lived in the County for 10 to 19 years; 33 respondents (9%) have lived in the County 5 to 9 years; and 24 respondents (7%) have lived in the County for less than 5 years. Two respondents declined to respond.

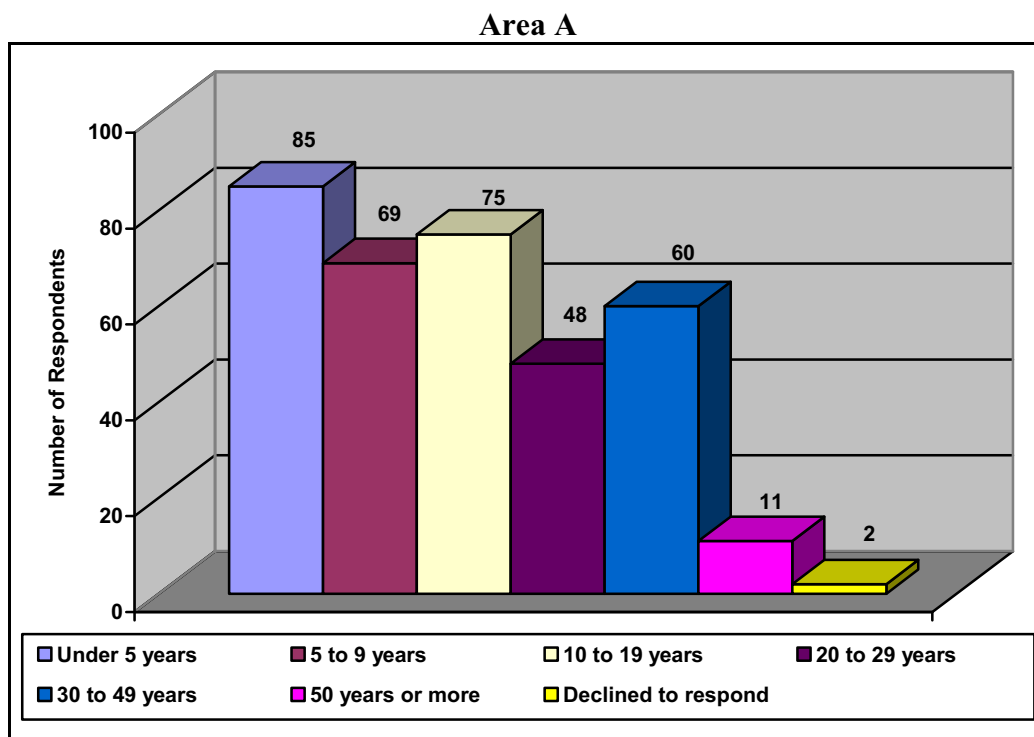
Residency data for Areas A and B were found to be similar with the majority of respondents living in Montgomery County for at least 30 years. In addition, it was reported that more respondents in Area A have lived in the County for less than 10 years (25%) in contrast to those in Area B (16%).



**Question 33. How long have you lived at your current residence?**

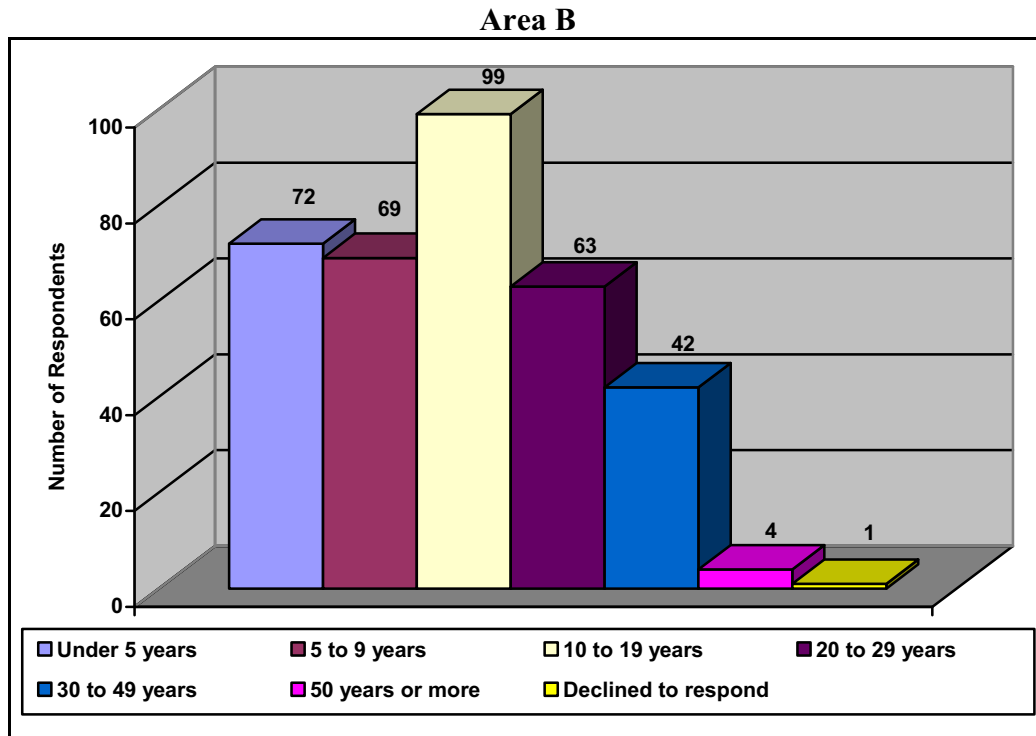


Areas A & B: N=700



Area A: N=350





Area B: N=350

### **Data Summary**

Of the total 700 respondents, the majority, 174 respondents (25%) have lived at their current residence for 10 to 19 years; 157 respondents (22%) have lived at their current residence less than five years; 138 respondents (20%) have lived at their current residence 5 to 9 years; 117 respondents (17%) have lived at their current residence over 30 years; and 111 respondents (16%) have lived at their current residence 20 to 29 years. Three respondents declined to respond.

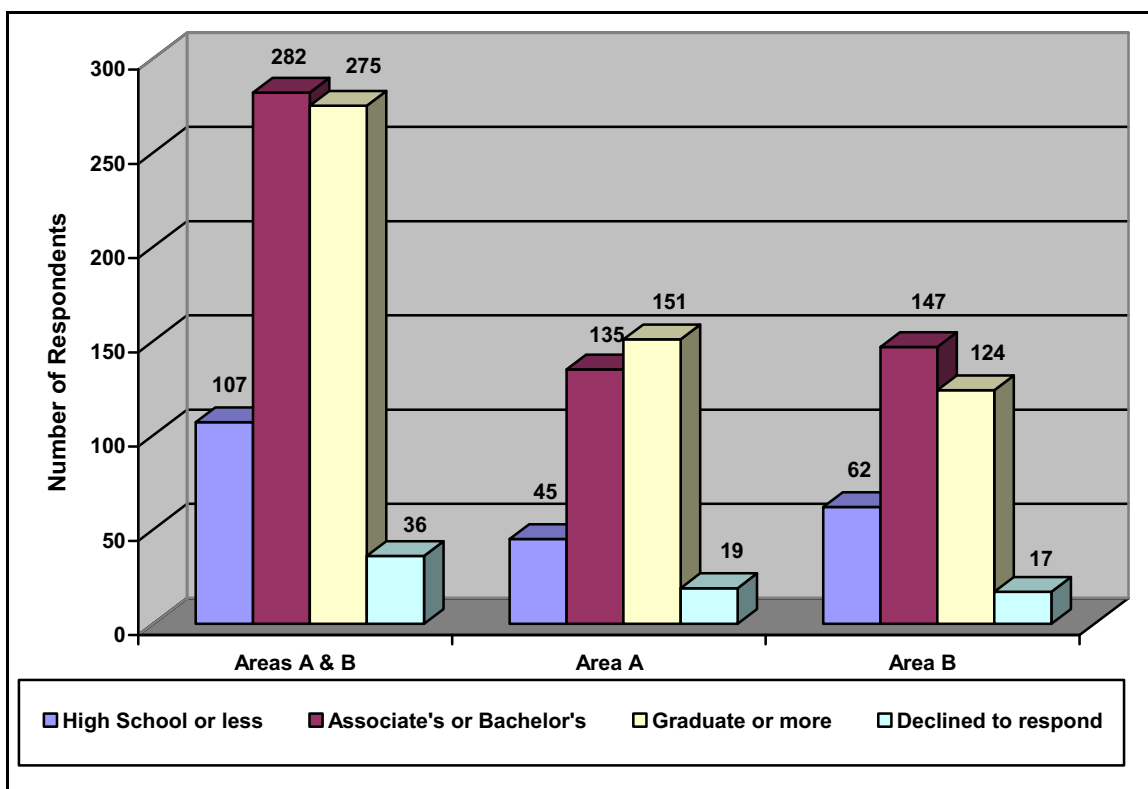
In Area A, of the total 350 respondents, the majority, 85 respondents (24%) have lived at their current residence less than five years; 75 respondents (21%) have lived at their current residence 10 to 19 years; 71 respondents (20%) have lived at their current residence over 30 years; 69 respondents (20%) have lived at their current residence 5 to 9 years; and 48 respondents (14%) have lived at their current residence 20 to 29 years. Two respondents declined to respond.

In Area B, of the total 350 respondents, the majority, 99 respondents (28%) have lived at their current residence for 10 to 19 years; 72 respondents (21%) have lived at their current residence less than five years; 69 respondents (20%) have lived at their current residence 5 to 9 years; 63 respondents (18%) have lived at their current residence 20 to 29 years; and 46 respondents (13%) have lived at their current residence over 30 years. One respondent declined to respond.

In Area A, the majority of respondents (24%) have lived in their homes less than 5 years in contrast to those in Area B who reported they have lived in their homes for between 10 and 19 years (28%).



**Question 34. What is the highest level of education you completed?**



Areas A & B: N=700; Area A: N=350; Area B: N=350

**Data Summary**

When asked about their education level, 15 percent responded the highest level of education completed was high school or less, 282 respondents (40%) of the total 700 respondents in Areas A and B reported they have an associate's or bachelor's degree, 275 respondents (39%) received a degree higher than a bachelor's degree, and 36 respondents (5%) declined to respond.

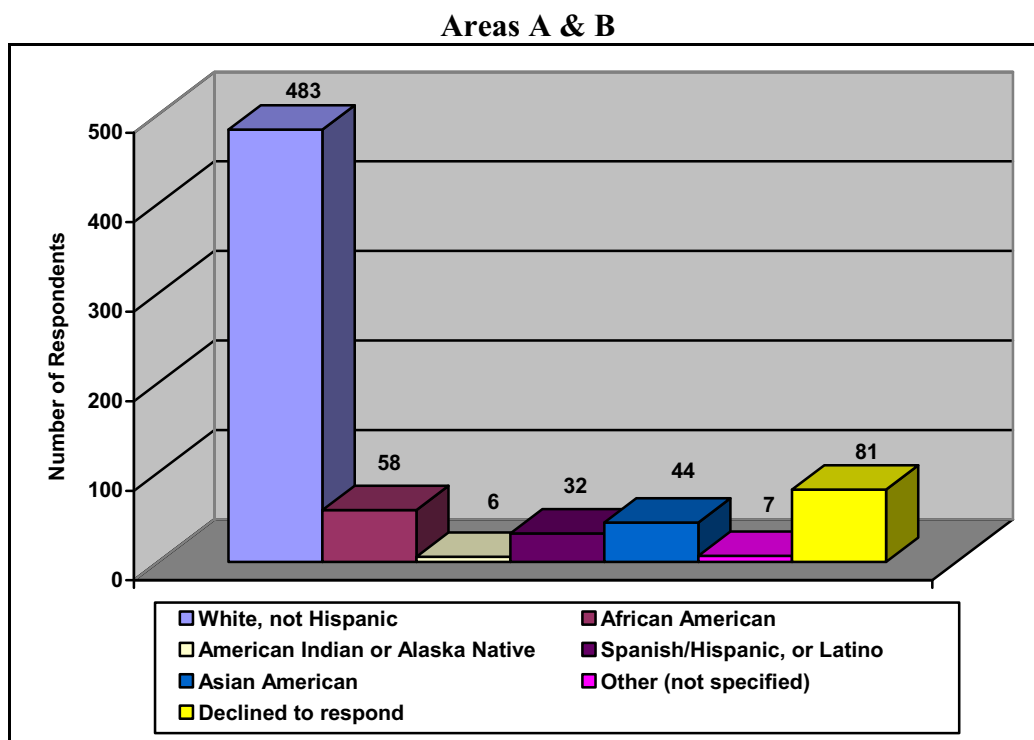
In Area A, of the total 350 respondents, 13 percent responded the highest level of education completed was high school or less, 135 respondents (39%) reported they have an associate's or bachelor's degree, 151 respondents (43%) received a degree higher than a bachelor's degree, and 19 respondents (5%) declined to respond.

In Area B, of the total 350 respondents, 18 percent responded the highest level of education completed was high school or less, 147 respondents (42%) reported they have an associate's or bachelor's degree, 124 respondents (35%) received a degree higher than a bachelor's degree, and 17 respondents (5%) declined to respond.

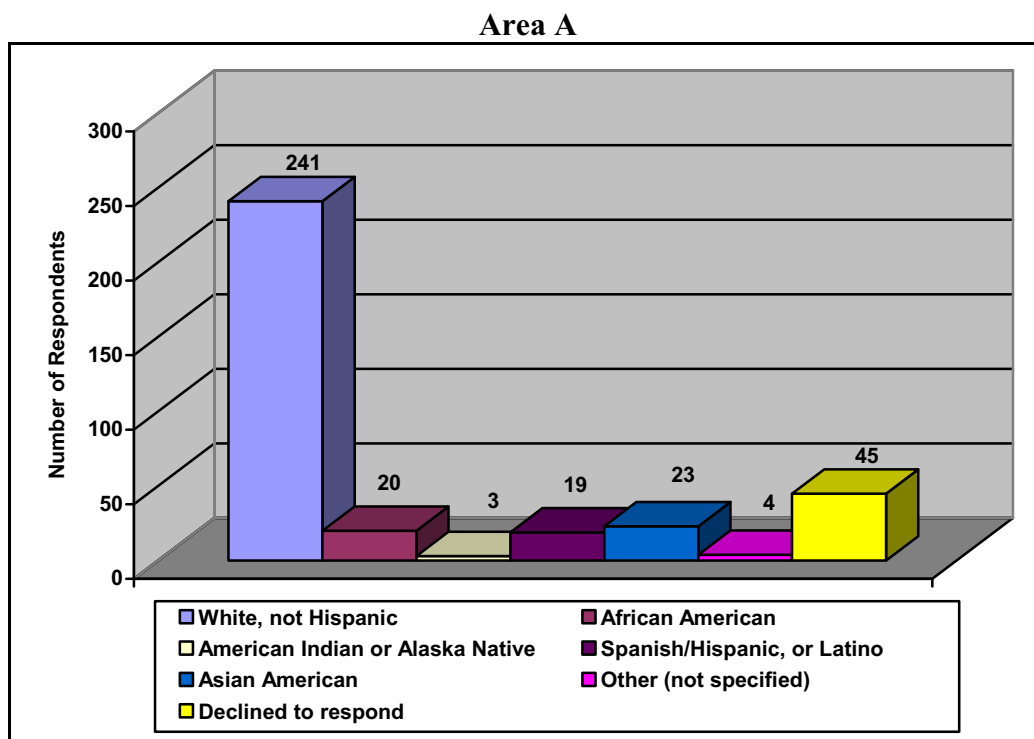
In Area B, 60 percent of the respondents reported having either no degree or a high school or college diploma in contrast with 51 percent of the respondents in Area A. A higher percentage of respondents in Area A (43%) said they had advance degrees in contrast to those in Area B (35%).



**Question 35. What is your racial or ethnic category?**



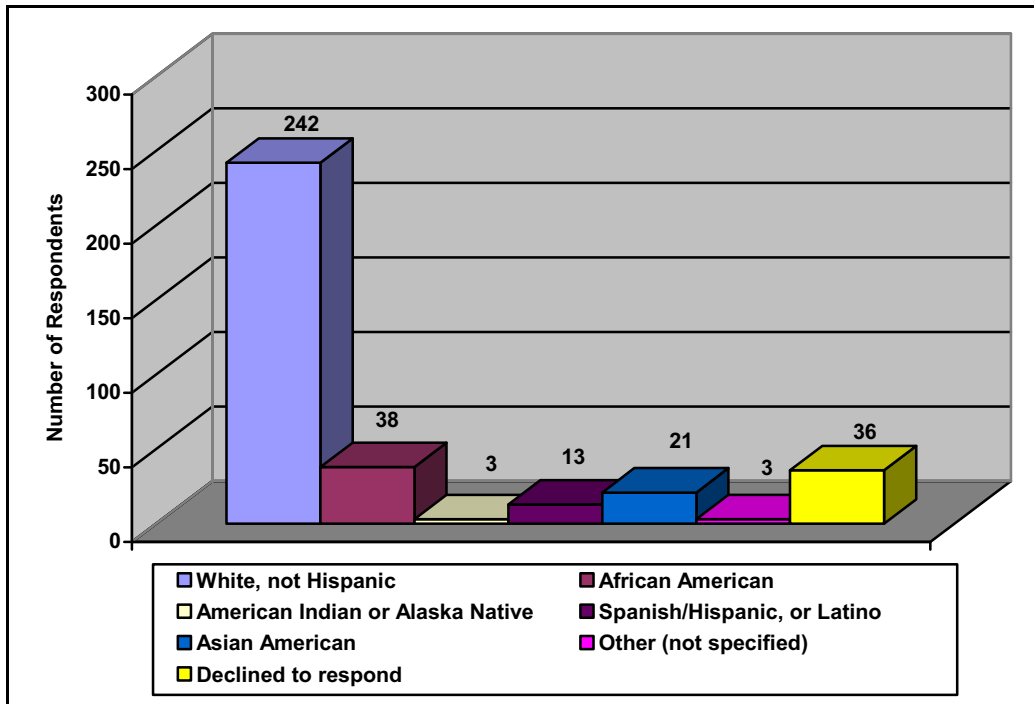
Areas A & B: N=700



Area A: N=350



## Area B



Area B: N=350

*Note: Respondents may have provided multiple responses.*

### **Data Summary**

When the total 700 respondents in Areas A and B were asked about their racial or ethnic category, 483 respondents (69%) reported they were White, not Hispanic. Of the remaining 217 respondents, 58 respondents (8%) were African American; 6 respondents were American Indian or Alaska Native; 32 respondents (4%) were Spanish/Hispanic, or Latino; and 44 respondents (6%) were Asian American. Seven respondents were from an unspecified heritage, and 81 respondents (12%) declined to respond.

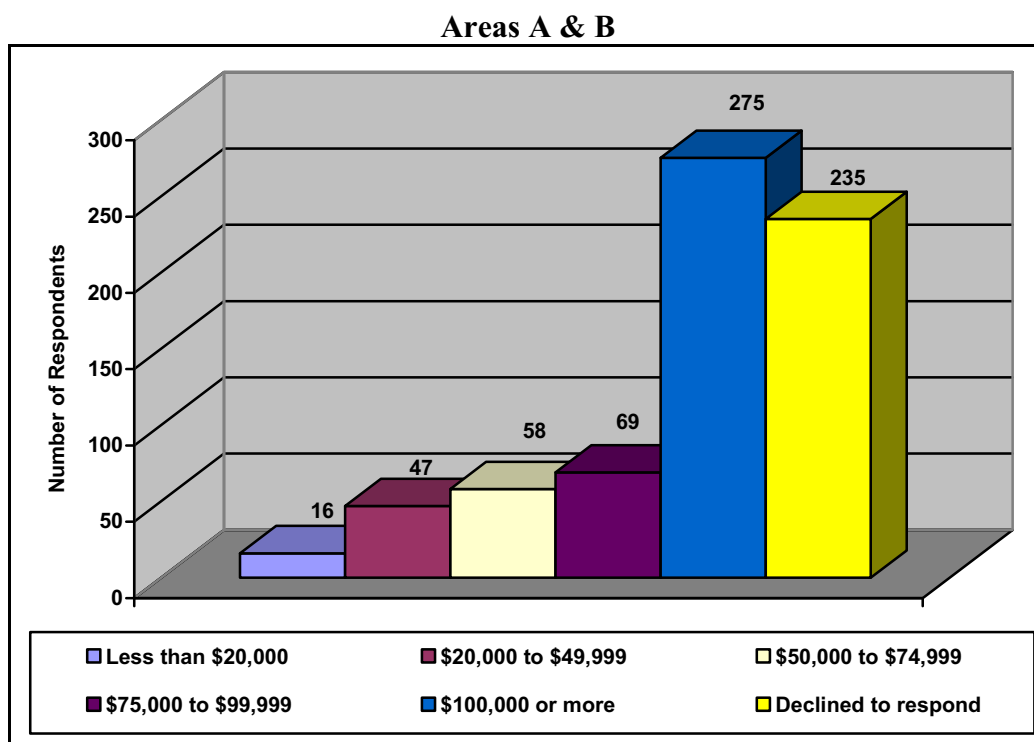
In Area A, when the total 350 respondents were asked about their racial or ethnic category, 241 respondents (69%) reported they were White, not Hispanic. Of the remaining 109 respondents, 20 respondents (6%) were African American; 3 respondents were American Indian or Alaska Native; 19 respondents (5%) were Spanish/Hispanic, or Latino; and 23 respondents (7%) were Asian American. Four respondents were from an unspecified heritage, and 45 respondents (13%) declined to respond.

In Area B, when the total 350 respondents were asked about their racial or ethnic category; 242 respondents (69%) were White, not Hispanic. Of the remaining 108 respondents, 8 respondents (11%) were African American; 3 respondents (<1%) were American Indian or Alaska Native; 13 respondents (4%) were Spanish/Hispanic or Latino; and 21 respondents (6%) were Asian American. Three respondents reported they were from an unspecified heritage; and 36 respondents (10%) declined to respond.

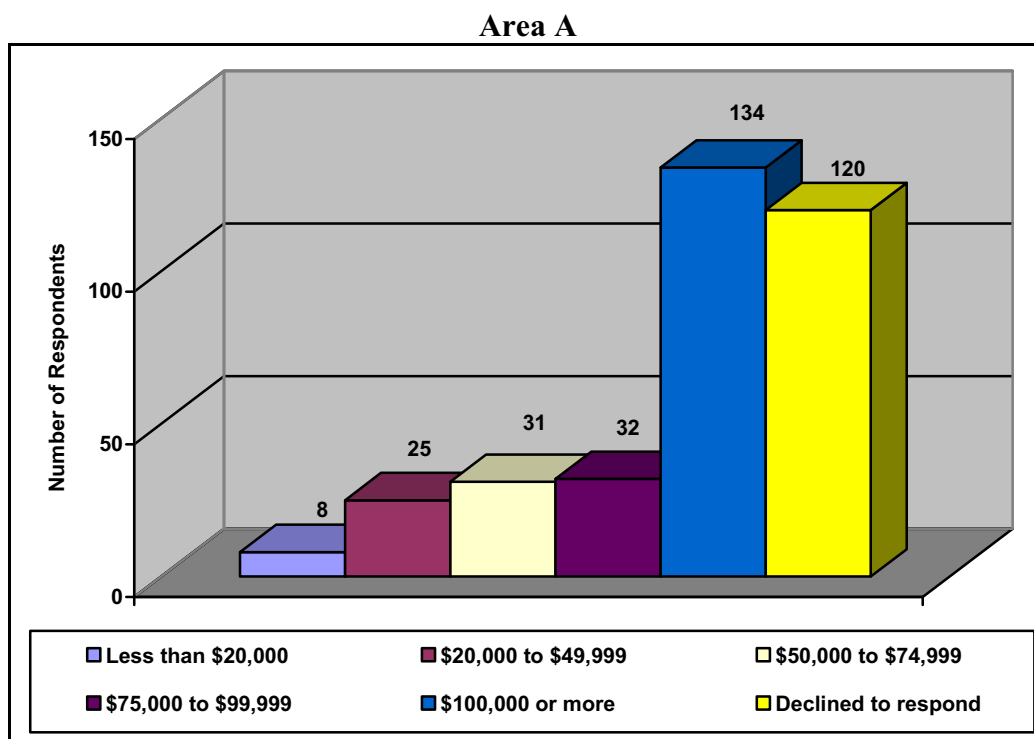
The majority of respondents in both Area A and B (69% in each Area) reported they were White, not Hispanic. Area B had more African American respondents (11%) than Area A (6%), and the percentage of Spanish/Hispanic; Latino were reported to be similar (4 to 5%) in each Area. In addition, 10-13 percent of the respondents declined to respond to this question.



**Question 36. What is your annual household income before taxes?**

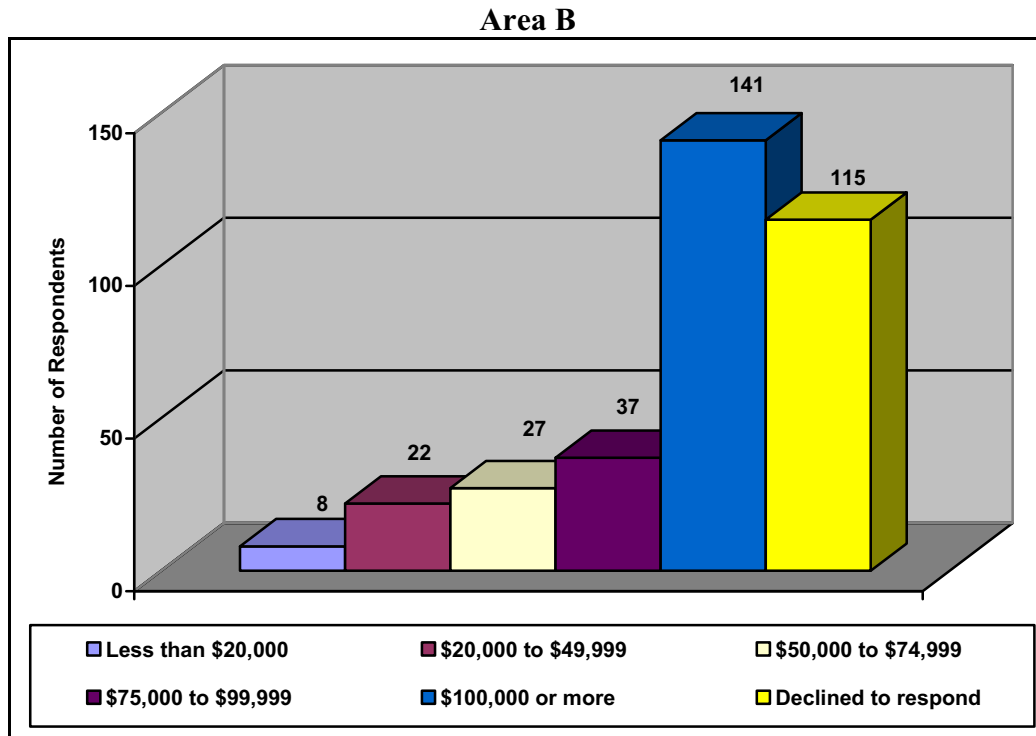


Areas A & B: N=700



Area A: N=350





Area B: N=350

### **Data Summary**

When asked about household income, of the total 700 respondents in Areas A and B, 275 respondents (39%) reported they have a household income of \$100,000 or more; 69 respondents (10%) have a household income of \$75,000 to \$99,999; 58 respondents (8%) said \$50,000 to \$74,999; 47 respondents (7%) have a household income of \$20,000 to \$49,999; and 16 respondents (2%) reported a household income of less than \$20,000. Two hundred thirty-five respondents (34%) declined to respond.

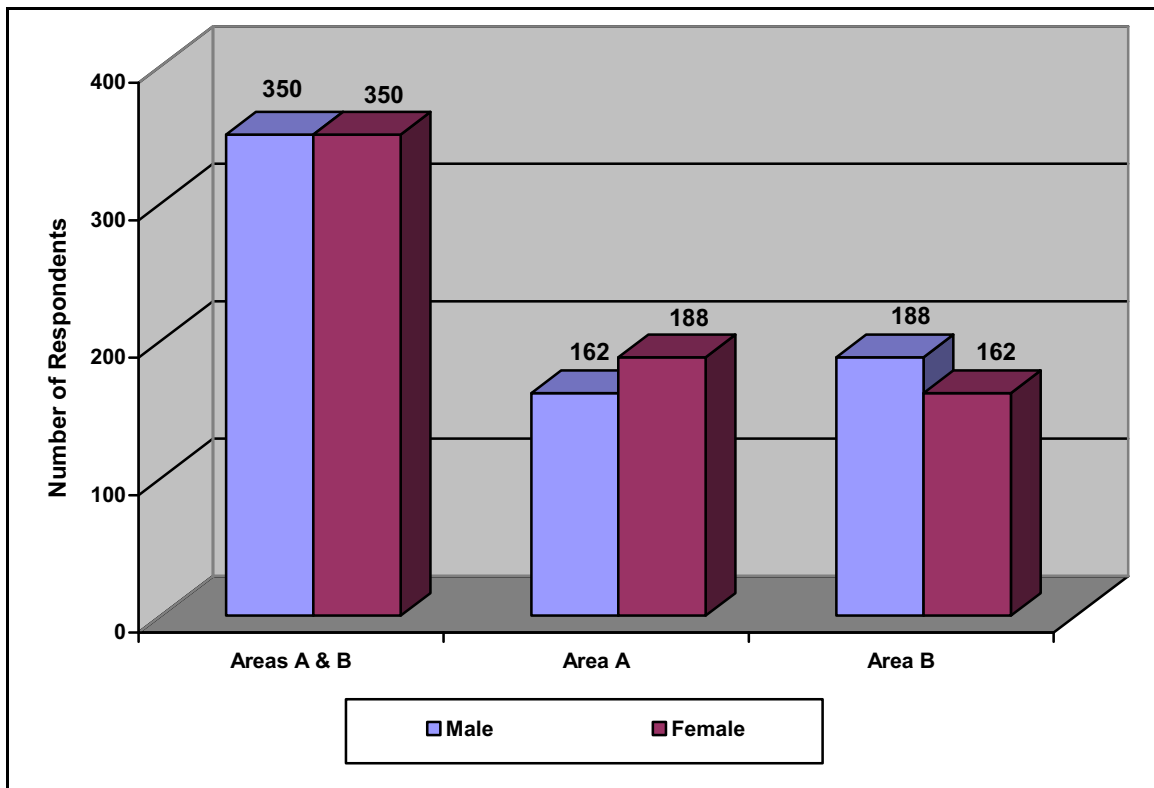
In Area A, of the total 350 respondents, 134 respondents (38%) reported they have a household income of \$100,000 or more; 32 respondents (9%) have a household income of \$75,000 to \$99,999; 31 respondents (9%) said \$50,000 to \$74,999; 25 respondents (7%) have a household income of \$20,000 to \$49,999; and 8 respondents (2%) reported a household income of less than \$20,000. One hundred twenty respondents (34%) declined to respond.

In Area B, of the total 350 respondents, 141 respondents (40%) reported they have a household income of \$100,000 or more; 37 respondents (11%) have a household income of \$75,000 to \$99,999; 27 respondents (8%) said \$50,000 to \$74,999; 22 respondents (6%) have a household income of \$20,000 to \$49,999; and 8 respondents (2%) reported a household income of less than \$20,000. One hundred fifteen respondents (33%) declined to respond.

The majority of respondents in both Areas (38 to 40%) reported their household income as over \$100K/year. At least one-third of the total respondents declined to respond to this question.



### Question 37. Record gender



*Areas A & B: N=700; Area A: N=350; Area B: N=350*

#### **Data Summary**

A total of 700 respondents in Areas A and B were interviewed as part of this telephone survey and their gender was recorded. Of these respondents, 50 percent were male and 50 percent were female. In Area A, a slightly higher percentage of the 350 respondents were female (54%), while 162 respondents (46%) were male. The reverse was true in Area B where 188 respondents (54%) were male and 162 respondents (46%) were female.



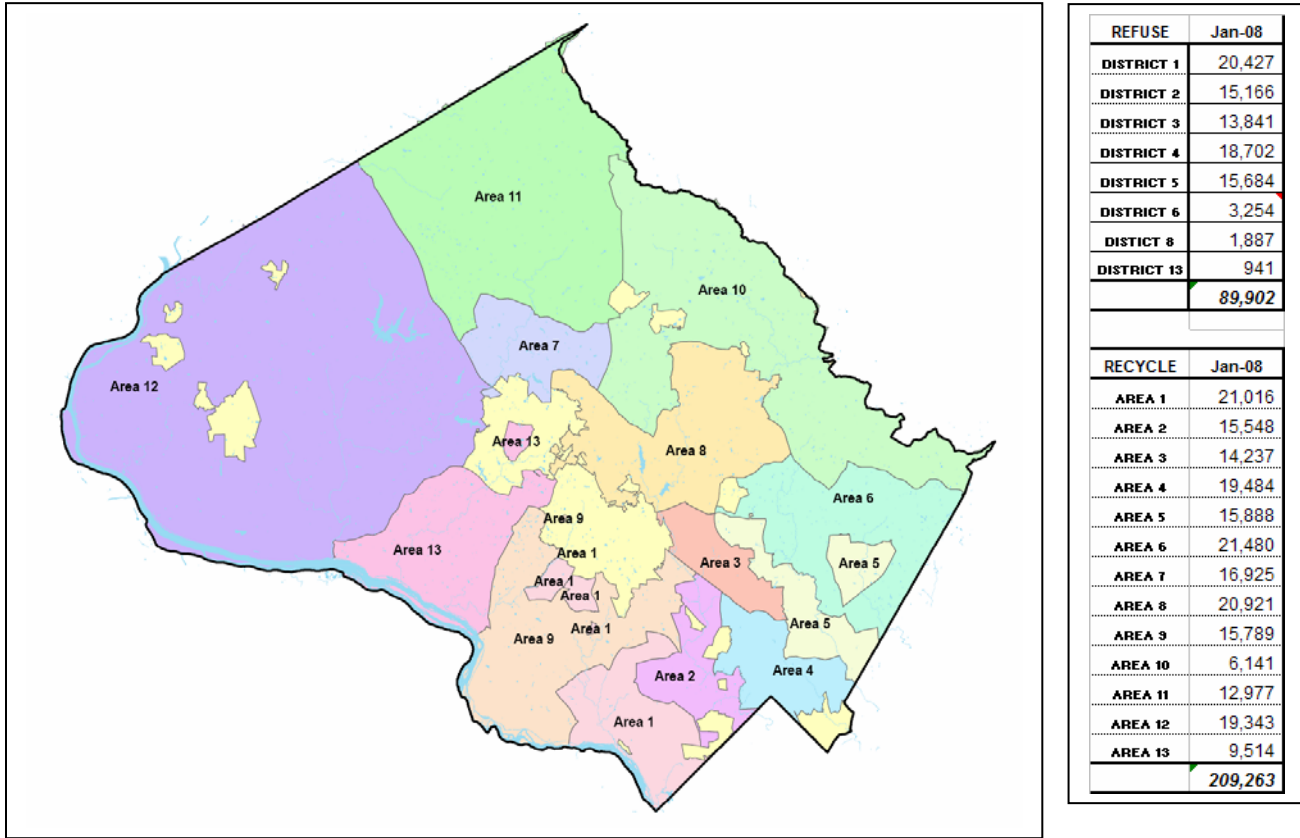
# **APPENDIX 1**

## **Solid Waste Collection Districts**



## Appendix 1

### County Collection Areas and House Counts as of January 2008



With respect to the table and map above, Refuse “Districts” numbered 1 through 5 conform, with limited exceptions, to Recycle “Areas” 1, and Refuse “Districts” 6, 8 and 13, refer to small subsets of homes within Recycle Areas 6, 8 and 13, respectively. Additional details are available from DSWS.



# **APPENDIX 2**

## **Survey Script and Screener**





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TR0801

QUOTA:  
Area A (n=350) 1  
Area B (n=350) 2  
GENDER QUOTA:  
Male (n=350) 1  
Female (n=350) 2

RECYCLING AND REFUSE COLLECTION  
CUSTOMER SATISFACTION SURVEY  
(6/30/08)

RESPONDENT NAME: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_ DATE: \_\_\_\_\_

(ASK TO SPEAK TO NAME ON LIST)

Hello, my name is \_\_\_\_\_ from Shugoll Research, a market research firm. We are conducting a brief survey on recycling and trash collection in your area. May I ask you a few questions?

Yes 1  
No 2  
Call back 3

S1. What is your zip code? \_\_\_\_\_ (TYPE IN)  
S2. Which best describes your type of residence? (READ LIST)

CHECK ONE

Single-family detached	1	→(CONTINUE)
Town home	2	
Apartment/condominium (building with multiple dwellings)	3	→(TERMINATE)





## SECTION 2: RECYCLING COLLECTION

1. On average, how often do you set your recycling containers at the curbside? (DO NOT READ)

### CHECK ONE

Once a week 1

Once a month 2

Twice a month 3

Three times a month 4

OR Don't have a container 5

(DO NOT READ) Don't know 6

2. Now, please tell me if you and/or members of your family recycle the following materials at home? (READ LIST)

### CHECK ONE PER ROW

	Yes	No	Don't know
Mixed paper	1	2	3
Aluminum cans/Foil products	1	2	3
Bi-metal (steel/tin) cans	1	2	3
Glass bottles and jars	1	2	3
Plastic narrow-neck bottles	1	2	3
Scrap metal	1	2	3
Christmas trees	1	2	3
Some other type of material (SPECIFY _____)	1	2	3





3. Now, I'm going to read you a list of various types of paper. For each one, please tell me if you and members of your family currently recycle this material at your home. If you're not sure, just say don't know. (READ LIST)

CHECK ONE PER ROW

	Yes	No	Don't know
Newspaper and Inserts	1	2	3
Cardboard	1	2	3
Magazines	1	2	3
White office paper	1	2	3
Computer paper	1	2	3
Cereal and other boxes (boxboard)	1	2	3
Paperback or hardback books	1	2	3
Envelopes	1	2	3
Catalogs	1	2	3
Shredded papers	1	2	3
Telephone books	1	2	3
Greeting cards, wrapping paper, and gift bags	1	2	3

- 4a. What do you typically do with your unwanted mail/junk mail? Do you: (READ LIST)

CHECK ONE

Put it in the trash	1	→(CONTINUE TO Q.4b)
Shred and put it in the trash	2	
Recycle it	3	→(SKIP TO Q.5)
OR Shred and recycle it	4	
(DO <u>NOT</u> READ) Don't know	5	





- 4b. (ASK ONLY IF ANSWERED CODES 1 OR 2 IN Q.4a) Why don't you recycle all of your junk mail? (RECORD IN CORRECT CATEGORY. DO NOT READ)

CHECK ONE

- |  |   |
|--|---|
| Security/privacy concerns  | 1 |
| Not convenient/Takes too much time                                     | 2 |
| Did not know it was recyclable   | 3 |
| Did not know it was accepted as part of the curbside recycling program | 4 |
| Other (SPECIFY _____)  | 5 |
| Don't know/not sure  | 6 |

5. Does Montgomery County provide curbside scrap metal recycling collection for residents?

(DO NOT READ)

CHECK ONE

- |                     |   |                    |
|---------------------|---|--------------------|
| Yes                 | 1 | →(CONTINUE TO Q.6) |
| No                  | 2 | →(SKIP TO Q.8b)    |
| Don't know/not sure | 3 |                    |

6. Which of the following best describes the scrap metal items the County will pick up? (READ LIST)

CHECK ONE

- |                             |   |
|-----------------------------|---|
| The item has some metal     | 1 |
| The item is over half metal | 2 |
| The item is all metal       | 3 |
| OR None of these            | 4 |

(DO NOT READ) Don't know/not sure 5

7. Have you ever used the County's curbside scrap metal collection service? (DO NOT READ)

CHECK ONE

- |                     |   |                     |
|---------------------|---|---------------------|
| Yes                 | 1 | →(CONTINUE TO Q.8a) |
| No                  | 2 | →(SKIP TO Q.8b)     |
| Don't know/not sure | 3 |                     |





8a. How did you arrange for the scrap metal collection? Did you: (READ LIST)

CHECK ALL THAT APPLY

Leave items at the curb on your regular recycling collection day 1

Call within 24 hours before regular recycling collection day to schedule a pickup 2

Email the County 3

OR None of these 4

(DO NOT READ) Don't know/don't remember 5

8b. If desired in the future, how would you arrange for the scrap metal collection? Would you: (READ LIST)

CHECK ALL THAT APPLY

Leave items at the curb on your regular recycling collection day 1

Call within 24 hours before regular recycling collection day to schedule a pickup 2

Email the County 3

OR None of these 4

(DO NOT READ) Don't know/don't remember 5

9a. Does Montgomery County provide curbside recycling collection of yard trim, including grass clippings, leaves, and brush for residents? (DO NOT READ)

CHECK ONE

Yes	1	→(CONTINUE TO Q.9b)
No	2	→(SKIP TO Q.10)
Don't know/not sure	3	





- 9b. I'm going to read you a list of materials. For each one, please tell me if you and members of your family currently recycle this material at your home. If you're not sure, just say don't know. (READ LIST)

CHECK ONE PER ROW

	Yes	No	Don't know
Grass clippings	1	2	3
Tree limbs/branches	1	2	3
Leaves	1	2	3
Brush	1	2	3

- 9c. (ONLY SHOW MATERIALS IN LIST THAT HAVE A CODE 1/YES IN Q.9b) How often do set out [INSERT MATERIAL FROM LIST BELOW]? Would you say (READ COLUMNS):

CHECK ONE COLUMN PER ROW

	<u>Once a week</u>	<u>Every two weeks</u>	<u>Monthly</u>	<u>Other (SPECIFY)</u>	<u>Don't know</u>
Grass clippings	1	2	3	_____	5
Tree limbs/branches	1	2	3	_____	5
Leaves	1	2	3	_____	5
Brush	1	2	3	_____	5

10. Which of the following communication methods would you most prefer to receive information from Montgomery County about recycling at your home? (READ LIST)

CHECK ONE

Cable TV	1
Direct mail	2
E-mail	3
County Website	4
Newspaper	5
Phone call	6
Radio	7
OR Other (SPECIFY _____)	8
(DO <u>NOT</u> READ) Don't know/not sure	9





11. Now, using a scale of 1 to 7 where 1 is not at all satisfied and 7 is very satisfied, I'd like you to rate how satisfied you are with each of the following. (READ LIST)

CHECK ONE PER ROW

	Very Satisfied					Not at all Satisfied		Don't know
Weekly curbside collection of mixed paper, bottles, and cans	7	6	5	4	3	2	1	8
Weekly collection of leaves, grass, and brush	7	6	5	4	3	2	1	8
On-call scrap metal recycling collection	7	6	5	4	3	2	1	8

↓  
(IF CODE 1 OR 2 IN Q.11, ASK IN Q.12. OTHERWISE, IF NO CODE 1 OR 2, SKIP TO Q.13)

12. (IF CODE 1 OR 2 IN Q.11, ASK IN ATTRIBUTE IN Q.12. OTHERWISE, IF NO CODE 1 OR 2, SKIP TO Q.13) What suggestions or comments do you have to improve [insert recycling service listed below]? (READ LIST. RECORD ANSWER VERBATIM)

Weekly curbside collection of mixed paper, bottles, and cans

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Weekly collection of leaves, grass, and brush

---

On-call scrap metal recycling collection

---





13. Now, using a scale of 1 to 7 where 1 is not at all helpful and 7 is very helpful, I'd like you to rate how helpful each of the following changes would be to curbside recycling. (READ LIST)

	CHECK ONE PER ROW							
	Very Helpful						Not at all Helpful	Don't know
Have County provide a larger (trash can sized) recycling container for bottles and cans	7	6	5	4	3	2	1	8
Decrease the size of the current recycling containers for bottles and cans	7	6	5	4	3	2	1	8
Decrease the size of the current recycling container/cart for mixed paper	7	6	5	4	3	2	1	8
Eliminate sorting/accept paper and glass/plastic/metal bottles and cans mixed in one container together	7	6	5	4	3	2	1	8

SECTION 3: TRASH/REFUSE COLLECTION (ZIP CODES IN AREA A)

14. Do you contract with a private company for your trash/refuse collection? (DO NOT READ)

	<u>CHECK ONE</u>	
Yes	1	→(SKIP TO Q.29)
No	2	→(CONTINUE TO Q.15)
Don't know	3	→( CLARIFY: Do you pay a private company for trash service? If still, "Don't know, SKIP TO Q.29)





15. Now, I'm going to read you a list of statements about trash collection. For each one, please tell me if you think it is true or false. If you're not sure, just say don't know.  
(READ LIST)

	<u>CHECK ONE PER ROW</u>		
	<i>True</i>	<i>False</i>	<i>Don't know</i>
Trash may be left at the curbside in plastic bags	1	2	3
Trash must be in trash cans with tight-fitting lids	1	2	3
There is no weight limit for trash containers placed at the curbside for weekly pickup	1	2	3
Furniture and other large items are picked up weekly from curbside	1	2	3
I can leave trash cans at the curb all week	1	2	3
Trash may be loose in cans but should be bagged for sanitary purposes	1	2	3

16. Does the County's provide bulk trash collection service to single-family residents?  
(DO NOT READ)

	<u>CHECK ONE</u>	
Yes	1	→(CONTINUE TO Q.17)
No	2	
Don't know/not sure what bulk trash means	3	→(SKIP TO Q.22)

17. How many bulk trash collections does the County provide to residents per year?  
(DO NOT READ)

	<u>CHECK ONE</u>
None	1
1	2
2-3	3
4	4
5	5
Unlimited	6
Don't know/not sure	7

18. Does the County charge an additional fee to residents for bulk trash collection?  
(DO NOT READ)

	<u>CHECK ONE</u>
Yes	1
No	2
Don't know	3

19. Have you ever used the County's bulk trash collection service? (DO NOT READ)





CHECK ONE

- Yes 1  
No 2  
Don't know 3

20. Which of the following best describes how to arrange for County bulk trash collection?  
(READ LIST)

CHECK ONE

- Leave items on the curb on your regular trash collection day 1  
Call within 24 hours before regular collection day to schedule a pickup 2  
E-mail the County 3  
OR None of these 4

- (DO NOT READ) Don't know/don't remember 5  
21. I'm going to read you a list of materials. For each one, please tell me whether or not the County will pick up this material from your curbside as bulk trash if requested. If you're not sure, just say don't know. (READ LIST)

CHECK ONE PER ROW

	Yes	No	Don't know
Furniture	1	2	3
Carpeting	1	2	3
Construction materials	1	2	3
Unwanted materials from home renovation projects	1	2	3
Motor oil	1	2	3
Doors/windows	1	2	3
Bikes	1	2	3
Pesticides	1	2	3
Florescent bulbs	1	2	3
Washing machines/dryers	1	2	3





22. Now, using a scale of 1 to 7 where 1 is not at all satisfied and 7 is very satisfied, I'd like you to rate how satisfied you are with each of the following. (READ LIST)

CHECK ONE PER ROW

	Very Satisfied					Not at all Satisfied		Don't recall
						(ASK Q.23 IF RESPONDENT ANSWERS CODE 1 OR 2, OTHERWISE, SKIP TO Q.24)		
						↑		
Curbside refuse collection	7	6	5	4	3	2	1	8
Bulk trash collection	7	6	5	4	3	2	1	8
Adherence to collection schedules	7	6	5	4	3	2	1	8
Courtesy of collectors	7	6	5	4	3	2	1	8
Cleanliness of area after collection	7	6	5	4	3	2	1	8
Notification of why some items were not accepted	7	6	5	4	3	2	1	8
Trash cans returned to curbside (i.e., not left in street)	7	6	5	4	3	2	1	8
Collection trucks drive safely through neighborhood	7	6	5	4	3	2	1	8

23. (ONLY ASK IF RESPONDENT ANSWERS CODE 1 OR 2 TO "CURBSIDE TRASH COLLECTION" OR "BULK TRASH COLLECTION SERVICE" IN Q.22. OTHERWISE, SKIP TO Q.24) What suggestions or comments do you have to improve [insert attribute from list below]? (READ LIST)

Curbside refuse collection

Bulk trash collection

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24. Now, using a scale of 1 to 7 where 1 is not at all helpful and 7 is very helpful, please rate how helpful you would find the following changes to curbside trash collection: (READ LIST)

	CHECK ONE PER ROW							
	Very Helpful						Not at all Helpful	Don't know
Have County provide uniform trash cans to residents	7	6	5	4	3	2	1	8
Enforce placement of trash at the curbside not in containers	7	6	5	4	3	2	1	8
Take additional items at curbside as part of weekly trash removal program	7	6	5	4	3	2	1	8

25. Using a scale of 1 to 7 where 1 is very uninformed and 7 is very informed, please indicate how well informed you are about County trash/refuse collection services.

CHECK ONE							
Very Informed						Very Uninformed	Don't know
7	6	5	4	3	2	1	8

26. Which of the following sources have you used in the past 6 months to get information on County-provided trash collection services?

CHECK ALL THAT APPLY

Called County	1
Visited County Website	2
Reviewed brochure(s)	3
Read mailing	4
Friend/neighbor/word of mouth	5
OR Other (SPECIFY _____)	6

27. Do you feel you receive enough information about the trash collection services offered by the County? (DO NOT READ)

CHECK ONE

Yes	1	→(SKIP TO Q.29)
No	2	→(CONTINUE TO Q.28)
Don't know	3	





28. I'm going to read you a list of trash collection services. For each one, please tell me if you would like to receive more information on this service on a regular basis. (READ LIST)

	<u>CHECK ONE PER ROW</u>		
	Yes	No	Don't know
Curbside trash collection requirements	1	2	3
Bulk trash collection service	1	2	3
Other (SPECIFY _____)	1	2	3

#### SECTION 4: DEMOGRAPHICS

29. The following questions are for classification purposes only. Which of the following ranges best represents your age? (READ LIST)

	<u>CHECK ONE</u>
18 to 24	1
25 to 34	2
35 to 44	3
45 to 54	4
55 to 64	5
65 to 74	6
75 or older	7
(DO <u>NOT</u> READ) Refused	8

30. Are you a renter or a homeowner?

	<u>CHECK ONE</u>
Renter	1
Homeowner	2
Refused	3

31. How many people, including yourself, currently live in your home? \_\_\_\_ (RECORD ANSWER. WHOLE NUMBER ONLY)

32. How long have you lived in Montgomery County? \_\_\_\_ (YEARS) \_\_\_\_ (MONTHS) (RECORD ANSWER)

33. How long have you lived at your current residence? \_\_\_\_ (YEARS) \_\_\_\_ (MONTHS) (RECORD ANSWER)





34. What is the highest level of education you completed? (READ LIST)

CHECK ONE

- |   |   |
|---|---|
| Less than high school diploma               | 1 |
| High school diploma or the equivalent (GED) | 2 |
| Associate degree                            | 3 |
| Bachelor's degree                           | 4 |
| Master's degree                             | 5 |
| Professional degree                         | 6 |
| Doctorate degree                            | 7 |
| (DO <u>NOT</u> READ) Refused                | 8 |

35. What is your racial or ethnic category? (READ LIST)

CHECK ALL THAT APPLY

- |                                  |   |
|----------------------------------|---|
| White, not Hispanic              | 1 |
| Black, African American          | 2 |
| American Indian or Alaska Native | 3 |
| Spanish/Hispanic or Latino       | 4 |
| Asian American                   | 5 |
| Other (SPECIFY _____)            | 6 |
| (DO <u>NOT</u> READ) Refused     | 7 |

36. What is your annual household income before taxes? (READ LIST)

CHECK ONE

- |                              |   |
|------------------------------|---|
| Less than \$20,000           | 1 |
| \$20,000 to \$49,999         | 2 |
| \$50,000 to \$74,999         | 3 |
| \$75,000 to \$99,999         | 4 |
| \$100,000 or more            | 5 |
| (DO <u>NOT</u> READ) Refused | 6 |

37. (DO NOT READ) RECORD: Gender

CHECK ONE

- |        |   |
|--------|---|
| Male   | 1 |
| Female | 2 |

Thank you for your time and participation. It is greatly appreciated.